

# **TASK ORDER REQUEST (TOR)**

## **Amendment 3**

**GSC-QF0B -14-32808**

**GSA CIO Application Maintenance, Enhancements,  
and Operations Small Business (CAMEO SB)**

**in support of:**

***General Services Administration (GSA) Office of the Chief  
Information Officer (OCIO)***

**Issued to:**

**All contractors under the Alliant Small Business  
Governmentwide Acquisition Contract**

**Issued by:**

**The Federal Systems Integration and Management Center (FEDSIM)  
1800 F Street, NW  
Suite 3100 (QF0B)  
Washington, D.C. 20405**

**February 12, 2014**

**FEDSIM Project Number 13043GSM**

Task Order Request **GSC-QF0B -14-32808**

## SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

NOTE: The Section numbers in this Task Order (TO) correspond to the Section numbers in the Alliant Small Business Contract.

### **B.1 GENERAL**

The work shall be performed in accordance with all Sections of this TO and the contractor's Basic Alliant Small Business Contract, under which the resulting TO will be placed.

### **B.5 CONTRACT ACCESS FEE**

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a Contract Access Fee (CAF). The amount of the CAF is  $\frac{3}{4}$  % (i.e., (.0075)) of the total price/cost of contractor performance. This TO shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO award. The CAF is capped at \$100,000 per year.

### **B.6 ORDER TYPES**

The contractor shall perform the effort required by this TO on a:

- Firm Fixed Price (FFP) basis for:
  - CLINs 0001, 1001, 2001, 3001 and 4001
  - CLIN 0002
- Cost-Plus-Award-Fee (CPAF) basis for:
  - CLINs 0003, 1003, 2003, 3003 and 4003
  - CLINs 0004, 1004, 2004, 3004 and 4004
  - CLINs 0005, 1005, 2005, 3005 and 4005
  - CLINs 0006, 1006, 2006, 3006 and 4006
  - CLINs 0007, 1007, 2007, 3007 and 4007
  - CLINs 0008, 1008, 2008, 3008 and 4008
  - CLINs 0009, 1009, 2009, 3009 and 4009
- Not-to-Exceed (NTE) basis for:
  - CLINs 0010, 1010, 2010, 3010 and 4010
  - CLINs 0011, 1011, 2011, 3011 and 4011
  - CLINs 0012, 1012, 2012, 3012 and 4012

SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

**B.7 ORDER PRICING (ALL ORDER TYPES)**

Long distance travel is defined as travel over 50 miles from the contractor's location. Local travel will not be reimbursed. Base fee will not be considered for this award.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPAF	Cost-Plus-Award-Fee
FFP	Firm-Fixed-Price
NTE	Not-to-Exceed
ODC	Other Direct Costs

SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

**B.7.3 BASE PERIOD:**

**MANDATORY FFP LABOR CLINs**

CLIN	Description	QTY	Unit	Monthly Price	Total Firm Fixed Price
0001	Labor (Task 1 – Program Management)	12	Month	\$	\$
0002	Labor (Task 2 – Transition-in)	3	Month	\$	\$

**Only award fee can be proposed; base fee cannot be proposed.**

**MANDATORY CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
0003	Labor (Task 4 – Application O&M) Labor (Task 8 –Support Security Activities) Labor (Task 9 – Provide Service/Help Desk Support)	\$	\$	\$
0004	Labor (Task 5 – Application Enhancement and Modernization Support)	\$	\$	\$
0007	Labor (Task 10 – Strategic Analysis of Application Groups)	DO NOT FILL	DO NOT FILL	\$1,000,000

**OPTIONAL CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
0005	Labor (Task 6 – Additional Application Support for Existing Applications)	DO NOT FILL	DO NOT FILL	\$1,500,000
0006	Labor (Task 7 – New Application Development Support)	DO NOT FILL	DO NOT FILL	\$1,500,000
0008	Labor (Task 11 – Common Acquisition Platform (CAP) Support)	DO NOT FILL	DO NOT FILL	\$2,000,000
0009	Labor (Task 3 – Execute Transition-out)	DO NOT FILL	DO NOT FILL	\$0

**COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs**

CLIN	Description		Total Ceiling Price
0010a	Tools Including Indirect Handling Rate _____%	NTE	\$4,775,000

SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

CLIN	Description		Total Ceiling Price
0010b	ODCs Including Indirect Handling Rate _____%	NTE	\$25,000
0011	Long Distance Travel Including Indirect Handling Rate _____%	NTE	\$25,000

**CONTRACT ACCESS FEE**

CLIN	Description		Total Ceiling Price
0012	Contract Access Fee	NTE	\$100,000

**TOTAL MANDATORY BASE PERIOD CLINs:** \$ \_\_\_\_\_

**TOTAL OPTIONAL BASE PERIOD CLINs:** \$ \_\_\_\_\_

**TOTAL BASE PERIOD CEILING:** \$ \_\_\_\_\_

SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

**B.7.3.1 FIRST OPTION PERIOD:**

**MANDATORY FFP LABOR CLINs**

CLIN	Description	QTY	Unit	Monthly Price	Total Firm Fixed Price
1001	Labor (Task 1 – Program Management)	12	Month	\$	\$

**MANDATORY CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
1003	Labor (Task 4 – Application O&M) Labor (Task 8 –Support Security Activities) Labor (Task 9 – Provide Service/Help Desk Support)	\$	\$	\$
1004	Labor (Task 5 – Application Enhancement and Modernization Support)	\$	\$	\$
1007	Labor (Task 10 – Strategic Analysis of Application Groups)	DO NOT FILL	DO NOT FILL	\$1,000,000

**OPTIONAL CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
1005	Labor (Task 6 – Additional Application Support for Existing Applications)	DO NOT FILL	DO NOT FILL	\$1,500,000
1006	Labor (Task 7 – New Application Development Support)	DO NOT FILL	DO NOT FILL	\$1,500,000
1008	Labor (Task 11 – Common Acquisition Platform (CAP) Support)	DO NOT FILL	DO NOT FILL	\$2,000,000
1009	Labor (Task 3 – Execute Transition-out)	DO NOT FILL	DO NOT FILL	\$0

**COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs**

CLIN	Description		Total Ceiling Price
1010a	Tools Including Indirect Handling Rate _____%	NTE	\$4,775,000
1010b	ODCs Including Indirect Handling Rate _____%	NTE	\$25,000

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CLIN	Description		Total Ceiling Price
1011	Long Distance Travel Including Indirect Handling Rate _____%	NTE	\$25,000

**CONTRACT ACCESS FEE**

CLIN	Description		Total Ceiling Price
1012	Contract Access Fee	NTE	\$100,000

**TOTAL MANDATORY FIRST OPTION PERIOD CLINs:** \$\_\_\_\_\_

**TOTAL OPTIONAL FIRST OPTION PERIOD CLINs:** \$\_\_\_\_\_

**TOTAL FIRST OPTION PERIOD CEILING:** \$\_\_\_\_\_

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**B.7.3.2 SECOND OPTION PERIOD:**

**MANDATORY FFP LABOR CLINs**

CLIN	Description	QTY	Unit	Monthly Price	Total Firm Fixed Price
2001	Labor (Task 1 – Program Management)	12	Month	\$	\$

**MANDATORY CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
2003	Labor (Task 4 – Application O&M) Labor (Task 8 –Support Security Activities) Labor (Task 9 – Provide Service/Help Desk Support)	\$	\$	\$
2004	Labor (Task 5 – Application Enhancement and Modernization Support)	\$	\$	\$
2007	Labor (Task 10 – Strategic Analysis of Application Groups)	DO NOT FILL	DO NOT FILL	\$1,000,000

**OPTIONAL CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
2005	Labor (Task 6 – Additional Application Support for Existing Applications)	DO NOT FILL	DO NOT FILL	\$1,500,000
2006	Labor (Task 7 – New Application Development Support)	DO NOT FILL	DO NOT FILL	\$1,500,000
2008	Labor (Task 11 – Common Acquisition Platform (CAP) Support)	DO NOT FILL	DO NOT FILL	\$2,000,000
2009	Labor (Task 3 – Execute Transition-out)	DO NOT FILL	DO NOT FILL	\$0

**COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs**

CLIN	Description		Total Ceiling Price
2010a	Tools Including Indirect Handling Rate _____%	NTE	\$4,775,000
2010b	ODCs Including Indirect Handling Rate _____%	NTE	\$25,000



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CLIN	Description		Total Ceiling Price
2011	Long Distance Travel Including Indirect Handling Rate _____%	NTE	\$25,000

**CONTRACT ACCESS FEE**

CLIN	Description		Total Ceiling Price
2012	Contract Access Fee	NTE	\$100,000

**TOTAL MANDATORY SECOND OPTION PERIOD CLINs:** \$\_\_\_\_\_

**TOTAL OPTIONAL SECOND OPTION PERIOD CLINs:** \$\_\_\_\_\_

**TOTAL SECOND OPTION PERIOD CEILING:** \$\_\_\_\_\_

SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

**B.7.3.3 THIRD OPTION PERIOD:**

**MANDATORY FFP LABOR CLINs**

CLIN	Description	QTY	Unit	Monthly Price	Total Firm Fixed Price
3001	Labor (Task 1 – Program Management)	12	Month	\$	\$

**MANDATORY CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
3003	Labor (Task 4 – Application O&M) Labor (Task 8 –Support Security Activities) Labor (Task 9 – Provide Service/Help Desk Support)	\$	\$	\$
3004	Labor (Task 5 – Application Enhancement and Modernization Support)	\$	\$	\$
3007	Labor (Task 10 – Strategic Analysis of Application Groups)	DO NOT FILL	DO NOT FILL	\$1,000,000

**OPTIONAL CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
3005	Labor (Task 6 – Additional Application Support for Existing Applications)	DO NOT FILL	DO NOT FILL	\$1,500,000
3006	Labor (Task 7 – New Application Development Support)	DO NOT FILL	DO NOT FILL	\$1,500,000
3008	Labor (Task 11 – Common Acquisition Platform (CAP) Support)	DO NOT FILL	DO NOT FILL	\$2,000,000
3009	Labor (Task 3 – Execute Transition-out)	DO NOT FILL	DO NOT FILL	\$0

**COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs**

CLIN	Description		Total Ceiling Price
3010a	Tools Including Indirect Handling Rate _____%	NTE	\$4,775,000
3010b	ODCs Including Indirect Handling Rate _____%	NTE	\$25,000

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CLIN	Description		Total Ceiling Price
3011	Long Distance Travel Including Indirect Handling Rate _____%	NTE	\$25,000

**CONTRACT ACCESS FEE**

CLIN	Description		Total Ceiling Price
3012	Contract Access Fee	NTE	\$100,000

**TOTAL MANDATORY THIRD OPTION PERIOD CLINs:** \$\_\_\_\_\_

**TOTAL OPTIONAL THIRD OPTION PERIOD CLINs:** \$\_\_\_\_\_

**TOTAL THIRD OPTION PERIOD CEILING:** \$\_\_\_\_\_

SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

**B.7.3.4 FOURTH OPTION PERIOD:**

**MANDATORY FFP LABOR CLINs**

CLIN	Description	QTY	Unit	Monthly Price	Total Firm Fixed Price
4001	Labor (Task 1 – Program Management)	12	Month	\$	\$

**MANDATORY CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
4003	Labor (Task 4 – Application O&M) Labor (Task 8 –Support Security Activities) Labor (Task 9 – Provide Service/Help Desk Support)	\$	\$	\$
4004	Labor (Task 5 – Application Enhancement and Modernization Support)	\$	\$	\$
4007	Labor (Task 10 – Strategic Analysis of Application Groups)	DO NOT FILL	DO NOT FILL	\$1,000,000

**OPTIONAL CPAF LABOR CLINs**

CLIN	Description	Estimated Cost	Award Fee _____%	Total Estimated Cost Plus Award Fee
4005	Labor (Task 6 – Additional Application Support for Existing Applications)	DO NOT FILL	DO NOT FILL	\$1,500,000
4006	Labor (Task 7 – New Application Development Support)	DO NOT FILL	DO NOT FILL	\$1,500,000
4008	Labor (Task 11 – Common Acquisition Platform (CAP) Support)	DO NOT FILL	DO NOT FILL	\$2,000,000
4009	Labor (Task 3 – Execute Transition-out)	DO NOT FILL	DO NOT FILL	\$2,000,000

**COST REIMBURSEMENT TRAVEL, TOOLS, and ODCs CLINs**

CLIN	Description		Total Ceiling Price
4010a	Tools Including Indirect Handling Rate _____%	NTE	\$4,775,000
4010b	ODCs Including Indirect Handling Rate _____%	NTE	\$25,000

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CLIN	Description		Total Ceiling Price
4011	Long Distance Travel Including Indirect Handling Rate _____%	NTE	\$25,000

**CONTRACT ACCESS FEE**

CLIN	Description		Total Ceiling Price
4012	Contract Access Fee	NTE	\$100,000

**TOTAL MANDATORY FOURTH OPTION PERIOD CLINs:** \$\_\_\_\_\_

**TOTAL OPTIONAL FOURTH OPTION PERIOD CLINs:** \$\_\_\_\_\_

**TOTAL FOURTH OPTION PERIOD CEILING:** \$\_\_\_\_\_

**GRAND TOTAL CEILING ALL CLINs:** \$\_\_\_\_\_

## **B.12 SECTION B TABLES**

### **B.12.1 CLIN DESCRIPTIONS**

Note: X represents the first digit of the CLIN number which reflects the base or option period number (for example, X001 represents 0001, 1001, 2001, 3001, and 4001).

#### **B.12.1.1 CLIN X001**

The subject CLIN is to provide support for Task 1, Provide TO Program Management on this TO. The contractor will be reimbursed for all labor under this CLIN on a FFP basis.

#### **B.12.1.2 CLIN X002**

The subject CLIN is to provide support for Task 2, Execute Transition-In on this TO. All transition-in activities shall be completed within 90 calendar days (Section C.5.2). The contractor shall be reimbursed for all labor under this CLIN on a FFP basis.

#### **B.12.1.3 CLINs X003 AND X004 AND X007**

The subject CLINs are to provide support for Task 4, Applications Operations and Maintenance (O&M); Task 5, Application Enhancement and Modernization Support; Task 8 –Support Security Activities; Task 9, Provide Service Desk Support; and Task 10, Strategic Analysis of Application Groups on this Task Order. The contractor will be reimbursed for all labor under these CLINs on a CPAF basis.

#### **B.12.1.4 CLINs X005 AND X006 AND X008**

The subject CLINs are OPTIONAL CLINs and are to provide support for Task 6, Additional Application Support for Existing Applications; Task 7, New Application Development Support; and, Task 11 – Common Acquisition Platform (CAP) Support on this TO. The total NTE ceiling of these CLINs are a Government-provided plug number for each of the five years of performance. The contractor shall propose an Award Fee Percentage for these CLINs in Section B in accordance with Section H.27 of the TOR. An estimated cost and award fee pool will be established by the Government at Task Order Award (TOA), for each CLIN, using the contractor's awarded Award Fee Percentage. The estimated costs and award fee pools, together, shall not exceed the total NTE ceilings reflected in Section B above. The contractor will be reimbursed for all labor under these CLINs on a CPAF basis.

#### **B.12.1.5 CLIN X009**

The subject CLIN is an OPTIONAL CLIN and is to provide support for Task 3, Execute Transition-out on this TO. The total NTE ceiling of this CLIN is a Government-provided plug number for Option Period 4. CLIN X009 has a total NTE ceiling of \$0.00 in the Base Period and Option Periods 1 through 3. The contractor shall propose an Award Fee Percentage for this CLIN in Section B in accordance with Section H.27 of the TOR. An estimated cost and award fee pool will be established by the Government at TOA using the contractor's awarded Award Fee Percentage. The estimated cost and award fee pool, together, shall not exceed the total NTE

## SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

ceiling reflected in Section B above. The contractor will be reimbursed for all labor under this CLIN on a CPAF basis.

### **B.12.1.6 CLIN X010**

The subject CLIN supports contractor reimbursement for Government-approved purchases (based on a Government-approved Request-to-Initiate process, **Section H.24**) of tools and ODCs in support of the TOR requirements.

### **B.12.1.7 CLIN X011**

The contractor's long-distance travel, as periodically required for meetings, will be reimbursed in accordance with **Section G.9.6.1.5** and **Section H.23** of the TOR.

### **B.12.1.8 CLIN X012**

The contractor will be reimbursed for the Contract Access Fee in accordance with the Alliant Contract Access Fee memo dated June 1, 2009 and **Section B.5** of the TOR.

## **B.12.2 INDIRECT/MATERIAL HANDLING RATE**

Travel and ancillary products and services costs incurred may be burdened with the contractor's indirect/material handling rate commensurate with forward pricing rate agreements and in accordance with the contractor's disclosed practices. If no indirect/material handling rate is allowable in accordance with the contractor's disclosed practices, then no indirect/material handling rate shall be applied to or reimbursed on such costs.

All indirect rates proposed and billed under this TO shall be commensurate with the current Defense Contract Audit Agency (DCAA)-approved forward pricing rate agreement. Indirect rates include, but may not be limited to, indirect material handling rates, overhead rates, and general and administrative rates.

## **B.12.3 DIRECT LABOR RATES**

Labor categories proposed shall be mapped to existing Alliant Small Business labor categories.

## **B.13 INCREMENTAL FUNDING**

### **B.13.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION**

Incremental funding for CLINs \_\_\*\_\_ through \_\_\*\_\_ is currently allotted and available for payment by the Government. Only CPAF and CR CLINs will be incrementally funded.. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through (inserted with TO award), unless otherwise noted in Section B. The TO will be modified to add funds incrementally up to the maximum of \$\*\*\*,\*\*\*,\*\*\* over the performance period of this TO. These allotments constitute

SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

**Incremental Funding Chart for CPAF**

CLIN	ESTIMATED COST	ESTIMATED AWARD FEE	ESTIMATED CPAF	FUNDED COST	FUNDED AWARD FEE	FUNDED CPAF	LEFT TO FUND
0001		\$ -	\$ -		\$ -	\$ -	\$ -
0002		\$ -	\$ -		\$ -	\$ -	\$ -
0003		\$ -	\$ -		\$ -	\$ -	\$ -
0004		\$ -	\$ -		\$ -	\$ -	\$ -
0005		\$ -	\$ -		\$ -	\$ -	\$ -
0006		\$ -	\$ -		\$ -	\$ -	\$ -
0007		\$ -			\$ -		
0008		\$ -			\$ -		
0009		\$ -			\$ -		
0010		\$ -	\$ -		\$ -	\$ -	\$ -
0011							
0012							
SUB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
1001		\$ -	\$ -		\$ -	\$ -	\$ -
1002		\$ -	\$ -		\$ -	\$ -	\$ -
1003		\$ -	\$ -		\$ -	\$ -	\$ -
1004		N/A	\$ -		N/A	\$ -	\$ -
1005		N/A	\$ -		N/A	\$ -	\$ -
1006		N/A	\$ -		N/A	\$ -	\$ -
1007		N/A	\$ -		N/A	\$ -	\$ -
1008		\$ -			\$ -		
1009		\$ -			\$ -		
1010		\$ -	\$ -		\$ -	\$ -	\$ -
1011							
1012							
SUB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2001		\$ -	\$ -		\$ -	\$ -	\$ -
2002		\$ -	\$ -		\$ -	\$ -	\$ -
2003		\$ -	\$ -		\$ -	\$ -	\$ -
2004		N/A	\$ -		N/A	\$ -	\$ -
2005		N/A	\$ -		N/A	\$ -	\$ -
2006		N/A	\$ -		N/A	\$ -	\$ -
2007		N/A	\$ -		N/A	\$ -	\$ -
2008		\$ -			\$ -		
2009		\$ -			\$ -		
2010		\$ -	\$ -		\$ -	\$ -	\$ -
2011							
2012							
SUB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3001		\$ -	\$ -		\$ -	\$ -	\$ -
3002		\$ -	\$ -		\$ -	\$ -	\$ -
3003		\$ -	\$ -		\$ -	\$ -	\$ -
3004		N/A	\$ -		N/A	\$ -	\$ -
3005		N/A	\$ -		N/A	\$ -	\$ -
3006		N/A	\$ -		N/A	\$ -	\$ -
3007		N/A	\$ -		N/A	\$ -	\$ -



SECTION B – SUPPLIES AND SERVICES AND PRICES/COSTS

**B.14 AWARD FEE CALCULATION TABLE**

CLIN		ESTIMATED COST	ESTIMATED BASE FEE	ESTIMATED AWARD FEE	TOTAL ESTIMATED	FUNDED COST	FUNDED BASE FEE	FUNDED AWARD FEE	TOTAL FUNDED
0001	LABOR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
0002	LABOR	\$ -			\$ -	\$ -			\$ -
0003	LABOR	\$ -			\$ -	\$ -			\$ -
0004	LABOR	\$ -			\$ -	\$ -			\$ -
0005	LABOR	\$ -			\$ -	\$ -			\$ -
0006	LABOR	\$ -			\$ -	\$ -			\$ -
0007	LABOR	\$ -			\$ -	\$ -			\$ -
0008	LABOR	\$ -			\$ -	\$ -			\$ -
0009	LABOR	\$ -			\$ -	\$ -			\$ -
0010	TOOLS	\$ -			\$ -	\$ -			\$ -
0011	TRAVEL	\$ -			\$ -	\$ -			\$ -
0012	CAF	\$ -			\$ -	\$ -			\$ -
SUB		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
1001	LABOR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
1002	TRAVEL	\$ -			\$ -	\$ -			\$ -
1003	TOOLS	\$ -			\$ -	\$ -			\$ -
1004	ODCs	\$ -			\$ -	\$ -			\$ -
1005	LABOR	\$ -			\$ -	\$ -			\$ -
1006	LABOR	\$ -			\$ -	\$ -			\$ -
1007	LABOR	\$ -			\$ -	\$ -			\$ -
1008	LABOR	\$ -			\$ -	\$ -			\$ -
1009	LABOR	\$ -			\$ -	\$ -			\$ -
1010	TOOLS	\$ -			\$ -	\$ -			\$ -
1011	TRAVEL	\$ -			\$ -	\$ -			\$ -
1012	CAF	\$ -			\$ -	\$ -			\$ -
SUB		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2001	LABOR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2002	TRAVEL	\$ -			\$ -	\$ -			\$ -
2003	TOOLS	\$ -			\$ -	\$ -			\$ -
2004	ODCs	\$ -			\$ -	\$ -			\$ -
2005	LABOR	\$ -			\$ -	\$ -			\$ -

## **C.1 PURPOSE**

The purpose of this TO is to support the General Services Administration (GSA) Office of the Chief Information Officer (OCIO) by providing services that support the operation, maintenance, enhancement, and development of GSA software applications. This TO will require coordination with the Chief Information Officer (OCIO) Application Maintenance, Enhancements, and Operations (CAMEO) Large Business (LB) Task Order. GSA requires support to operate its portfolio of applications while modernizing and streamlining the portfolio, to reduce the interconnectedness and dependencies where possible of systems and environments. This TO primarily supports the Federal Acquisition Service (FAS), and also includes some support for the Public Building Service (PBS), the Office of Governmentwide Policy (OGP), and Administration Headquarters.

### **C.1.1 BACKGROUND**

The GSA CIO Office of Acquisition Information Technology (IT) Services is organized as follows:

- a. Asset and Transportation Management Division (ATM)
- b. Business Intelligence & Enterprise-Wide Information Management Division (BI)
- c. Contract Administration Division (CA)
- d. Contract Service Management Division (CSM)
- e. eCommerce Division
- f. Planning and Architecture Division (PA)
- g. Information Security Systems Operations Division (ISSO)
- h. Applied Engineering (AE)

The GSA CIO Office of Acquisition IT Services provides IT support for the Federal Acquisition Service (FAS) and other parts of GSA. The applications developed and maintained by Acquisition IT Services are used by business portfolios within GSA, customer agencies, the vendor community and the general public. The applications supported by CAMEO are essential to daily operations, future growth, and meeting organizational goals.

FAS leverages the buying power of the Federal Government to acquire the best value for the taxpayers and Federal customers. FAS is comprised of the Office of the Commissioner, four business portfolios (business-generating components): the Office of Integrated Technology Services, the Office of Assisted Acquisition Services, the Office of General Supplies and Services, and the Office of Travel, Motor Vehicle and Card Services, and three integrator offices: the Office of Customer Accounts and Research, the Office of Strategy Management, and the Office of Acquisition Management. These offices are the users and program offices for the application portfolio that requires support under this TO.

PBS is the landlord for the Federal Government. PBS Office Functions include: the Office of Client Solutions, the Office of Leasing, the Office of Budget and Financial Management, the Office of Facilities Management and Services, the Office of Design and Construction, the Office of Organizational Resources, and the Office of Portfolio Management. The current portfolio of applications that require support includes a limited number of PBS applications; however, the

Office of Acquisition IT Services will be called upon to support additional applications in the future.

### **C.1.2 AGENCY MISSION**

GSA's mission is to deliver the best value in real estate, acquisition, and technology services to Government and the American people. The role of the GSA OCIO is to provide the organization with quality technology solutions that enable GSA to be more agile, efficient, mobile, and productive. Specifically, the CIO Office of Acquisition IT Services provides GSA with the strategic and tactical IT business solutions to enable GSA to effectively serve its customers. The IT solutions provided must align with the business portfolio's needs and mission to be effective and be flexible enough to support the changing business environment.

### **C.1.3 VISION**

The GSA CIO Office of Acquisition IT Services will enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical application functionality. GSA is also looking for innovative approaches to manage the current application environment, employ effective software development management processes, and support the effort to develop and enhance existing applications to be cloud ready in accordance with the Cloud First policy. Cloud ready is defined as the following for the purposes of this TO: Developing solutions that lend themselves to immediate or eventual porting to cloud based infrastructure and/or platforms as a service with minimum rework in architecture or design required. In accomplishing this, several factors should be taken into consideration including:

- a. Performance - remove performance bottlenecks/inefficiencies to allow for scalability.
- b. Elasticity - ability to scale up and down.
- c. Resilience - incorporation of capability for "self-healing."
- d. Security - security built into application. Less reliance on perimeter defenses such as firewalls and intrusion detection.

A key initiative of GSA is to develop a Common Acquisition Platform (CAP) in which all GSA acquisition personnel utilize the same IT environment. The vision is to change the way acquisition is done today by creating a single platform to provide easily accessible and intuitive systems that aid in developing, executing and managing acquisitions. Furthermore, GSA intends to eventually offer these platform services Government-wide. In addition to process driven systems, data – data curation, collection of transactional data, ability to manage Big Data, etc. – is critical to the success of a CAP.

GSA plans to use a phased and best-of-breed approach. As the CAP strategy is fleshed out, GSA will develop a roadmap for implementation. The Government requires support to execute the work laid out in the roadmap, which may include the use of existing systems, migrating existing systems to new platforms and/or developing new applications.

## **C.2 SCOPE**

The contractor shall provide, predominantly from its own location, application development, enhancement, maintenance and management services, and program management for the current Task Order Request **GSC-QF0B -14-32808**

and future application portfolio. The contractor shall also provide support for modernizing the application environment, improving the efficiency of the environment, and working to align the application portfolio with the business needs of the organization.

### **C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT**

Applications that are supported and maintained by the GSA CIO Office of Acquisition IT Services are hosted in a Web Environment, Network Environment, ClearPath Environment, Database, and Storage Area Network (SAN). Further information on each can be found in Attachment C. The GSA CIO Office of Acquisition IT Services uses Serena Business Manager (SBM) to create a consistent Systems Change Request (SCR) process and HP's Application Lifecycle Management suite to manage delivery of applications.

GSA has historically used a Waterfall methodology for its application portfolio. Recently, the Government has experimented with Agile development methodologies for certain application development projects. Due to the structure of the Government and the interconnectedness of GSA applications, the Government's ability to adopt Agile methodologies on a broad scale has been limited. For future application development, the contractor shall assist the Government in determining an optimal method for development for each project, with a strong preference toward modern software development methodologies.

Historically, the GSA CIO Office of Acquisition IT Services used a tailor-to-fit approach to selecting the right-sized System Development Life Cycle (SDLC) and the rights-sized methodology for each type of work performed. The OCIO selects the level and amount of monitoring and control based on the size, complexity, and risk of the project.

The OCIO historically selects the most appropriate software development framework (SDLC does not dictate a preferred software framework). The selections include: Waterfall and Agile. GSA has historically used Waterfall development for the vast majority of SDLC projects, and would like to diminish the use of Waterfall development during the course of this order in favor of more modern and nimble development.

**Waterfall:** This approach is a sequential elaboration of the project and is used where requirements are well defined early in the project and the size, complexity, and cost risk are significant. This approach is also used when the project involves several applications across organizational boundaries and all applications must be deployed together to operate correctly. This approach is the basis for GSA SDLC processes and artifacts.

**Agile:** This is a group of software development methods based on iterative and incremental development where requirements and solutions evolve through collaboration between self-organizing, cross-functional teams. Iterative development with incremental delivery is the most cost effective way to develop new user interface applications and major enhancements to existing applications. It promotes adaptive planning, evolutionary development and delivery, a time-boxed iterative approach, and encourages rapid and flexible response to change. It is a conceptual framework that promotes foreseen interactions throughout the development cycle.

### **C.3.1 CURRENT APPLICATION PORTFOLIO**

The current portfolio of **all** GSA CAMEO applications, grouped into application sets, includes the following. Further information with specific descriptions of each application can be found in Section J, Attachment D:

- **Application Set 1: Acquisition Systems (Groups 1-4)**
  - Group 1: eCommerce
    - GSA Advantage!
    - AAC Inquiry
    - Advantage Customer Information System (ACIS)
    - Advantage Spend Analysis Program (ASAP)
    - Master Product Manager (MPM)
    - Contracting Officer Review System (CORS)
    - Governmentwide Acquisition Contracts (GWAC) Pricing Tool
    - Credit Card Order Authorization Service
    - eSOA Integration
    - GSA Advantage! Schedules e-Library System
    - GSA e-Buy
    - e-Buy Connect
    - e-Buy Mobile Services
    - eBuy Admin
    - GSA Global Supply & USMC Web Application
    - Password Approval and Assignment Application
    - PO Portal
    - Schedule Input Program (SIP) Tool
    - Table Maintenance Tool (TMT)
    - Vendor Support Center (VSC)
    - Virtual Stores (Air Force, USDA, VA, DHS, PBS OneSource)
    - Web Version – GSA Schedules eMaintenance
  - Group 2: Multiple Award Schedules (MAS)
    - eOffer/eMod
    - Solicitation Writing System (SWS)
    - Offer Registration System (ORS)
    - eCAT – Electronic Centralized Acquisition Tool
  - Group 3: Contract Management
    - Acquisition Planning Module
    - eApproval
    - Enterprise Acquisition System Integrated (EASi)
  - Group 4: City Pairs

- **Application Set 2: Supply Chain, Motor Vehicle Management and Transportation Systems (Groups 5-7)**
  - Group 5: Supply Chain
    - FSS-19
    - DLMS MOD
    - CSM Web Services
    - Vendor Access Network System (VANS)
    - National Cataloging Action Log (NCAL)
    - Demand Forecast
    - Warehouse Management System
      - Warehouse Management System – Phoenix Subsystem
      - Warehouse Management System – HighJump Subsystem
      - Burlington Support
    - FSS Online
    - FSS Online Data Entry
    - FSS Online Security
    - eFSS Online
    - URSA
    - High Priority Order Air Clearance (HPOA)
    - Pegasys Connect
    - Customer Supply Center (CSC)
    - Product Information Catalog System (PICS)
    - Sales Automation System and Ad Hoc Reports (GSA Auction / SASYS / Reverse Auctions)
    - Federal Asset Sales Portal (GovSales.gov)
    - Federal Disposal System (GSAXcess, CFL, AAMS)
    - GSA SmartPay Program
    - Online Contract Management System (OCMS)
    - MASS Contract Modification Web Site
    - EC/EDI Gateway
  - Group 6: Motor Vehicle Management
    - Fleet Management Systems and Ad Hoc Reporting (FMS)
    - Federal Motor Vehicle Registration System (FMVRS)
    - Automotive Remarketing Module(Arm) (Fleet Management Sub-System)
    - FMS2GO
    - AutoAuctions
    - Requisitioning, Ordering and Documentation (ROADS)
  - Group 7: Transportation
    - Transportation Audit Support System (TASS/TARPS/ASPA)
    - Accounts Receivable Tracking System(ARTS)
    - Transportation Management Services Solution (TMSS)
    - Federal Strategic Sourcing Initiative (FSSI) for Domestic Delivery Service

- **Application Set 3: Platform and Data Management (Groups 8-15)**

- Group 8: Enterprise Data Marts/ Business Objects
  - CART Marketing Information system
  - Prices Paid data management and reporting
  - FSSI Dashboard
- Group 9: Enterprise Data Warehouse
- Group 10: Enterprise Data Management Services
  - Financial Planning Application
  - Telecom Invoice Management
  - Multiple Award Schedules Modifications Dashboard
  - FAS Financial Dashboard
  - Reports Server
- Group 11: Cold Fusion/Web application
  - USAccess
    - USAccess Forums
    - USAccess Agency Lead Portal
    - FEDIDcard.gov
  - Strategic Sourcing (Drupal)
  - Spot Light on Success
  - Cross Training
  - FEDSpecs
  - Ride Along Program (RAP)
  - eResolve/eWire
- Group 12: Enterprise Content Management System (Documentum)
- Group 13: Salesforce Platform
  - Sales Cloud (CRM)
  - Business Area specific Applications
  - VISSION – Salesforce Call center application solution
  - Enterprise like Applications
  - Centralized Mail List Service (CMLS)
- Group 14: Service Oriented Architecture
- Group 15: Application Management Tools
  - HP Application Lifecycle Management Suite (ALM)
  - Serena Business Manager (SBM)

Further information with specific descriptions of each application, languages used and other information can be found in the Full CAMEO Systems Inventory Section J, Attachment D.

This is the full set of applications currently within the scope of this TO. **Section J, Attachment A** is a Draft Application Assignment Letter (AAL) which includes the applications initially expected to be supported under this TO at the time of TO Award. Support for some or all of these applications could be moved to the CAMEO LB TO. The applications could be moved for a variety of reasons, and this is at the Government's discretion.

#### **C.4 OBJECTIVES**

The objective of this performance based TO is to consolidate, modernize, transform, and operate the application portfolio, while preparing for, supporting, and strategically aligning with the GSA CAP initiative. This includes:

- a. Improving the FAS business lines' experience meeting business requirements.
- b. Reducing the direct interconnectedness of applications.
- c. Reducing the portfolio of applications.
- d. Reducing the Operations and Maintenance (O&M) costs of remaining applications.
- e. Providing a tight coordination of service delivery with the CAMEO LB contractor.

#### **C.5 TASKS**

The following tasks are in support of this TO and are detailed below:

- Task 1 – Provide Task Order Program Management
- Task 2 – Execute Transition-In
- Task 3 – Execute Transition-Out
- Task 4 – Applications Operation and Maintenance (O&M)
- Task 5 – Application Enhancement and Modernization Support
- Task 6 – Additional Application Support for Existing Applications (Optional Task)
- Task 7 – New Application Development Support (Optional Task)
- Task 8 – Support Security Activities
- Task 9 – Provide Service Desk Support
- Task 10 – Strategic Analysis of Application Groups
- Task 11 – Common Acquisition Platform (CAP) Support (Optional Task)

##### **C.5.1 TASK 1 – PROVIDE TASK ORDER PROGRAM MANAGEMENT**

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name that shall provide executive management, direction, administration, quality control, and leadership of the execution of this TO. The contractor shall schedule meetings and provide deliverables in accordance with Section F.

##### **C.5.1.1 SUBTASK 1 – COORDINATE A PROGRAM KICK-OFF MEETING**

The contractor shall schedule and coordinate a Program Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the Task Order. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel



authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR). The contractor shall provide the following at the Kick-Off Meeting:

- a. Staffing Plan and Status
- b. Personnel Security Adjudication Plan and Status
- c. Requests for Government Action and Timelines
- d. Points of Contact for all parties
- e. Invoicing considerations
- f. Transition discussion

All deliverables required to be provided to the Government at the Kick-Off meeting are listed in **Section F.5**.

#### **C.5.1.2 SUBTASK 2 – UPDATE TRANSITION-IN PLAN**

The contractor shall provide a draft Transition-In Plan at the Program Kick-Off Meeting that is an updated version of the proposed transition-in plan. The Plan shall articulate, on an application basis, as needed:

- a. The contractor's transition approach, process, and timelines.
- b. The contractor's approach to mitigating or minimizing disruption.
- c. The contractor's staffing status, to include security processing.
- d. The contractor's applications acceptance plan, checklist, schedule, and process.
- e. Transition risk management and mitigation strategy.
- f. Initial coordination with prior contractor.
- g. Gap analysis of required skills.
- h. Training approach/knowledge transfer approach.

Additionally, the contractor shall include in its Plan a comprehensive inventory of all applications, within the scope of this TO, which shall include:

- a. Taking a complete inventory of each application and module.
- b. Taking a baseline of all source code for each application and module.
- c. Capturing a relationship of the current release and the source code in production.
- d. Capturing any source code in development or testing.

#### **C.5.1.3 SUBTASK 3 – PREPARE AND UPDATE A PROGRAM MANAGEMENT PLAN (PMP)**

The contractor shall document all support requirements in a PMP. The PMP shall:

- a. Describe the proposed management approach
- b. Contain detailed Standard Operating Procedures (SOPs) for all tasks
- c. Include milestones, tasks, and subtasks required in this TO
- d. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations
- e. Integrate with the contractor's QCP and EVM Plan.

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The contractor shall provide the Government with a draft PMP (see Section F.5, Deliverable 6), on which the Government will make comments. The final PMP (see Section F.5, Deliverable 7) shall incorporate the Government's comments. The PMP will be updated as changes in the program occur (see Section F.5, Deliverable 8). The document shall be reviewed and updated as needed on an annual basis, at a minimum. The contractor shall conform to the latest Government approved version of the PMP.

### **C.5.1.4 SUBTASK 4 – PREPARE A MONTHLY STATUS REPORT (MSR)**

The contractor PM shall develop and provide an MSR using Microsoft (MS) Office Suite, or Google apps by the tenth of each month via electronic mail to the Technical Point of Contact (TPOC) and the COR. The MSR shall include:

- a. Activities during reporting period, by application, which shall include any on-going activities, new activities, and activities completed and activities planned (a 30 and 60 day outlook); progress to date on all above mentioned activities; and cost and schedule performance for any activities requiring the use of EVM analysis.
- b. A summary of the impacts of any new software released, and the business value of the releases to GSA and/or the Government as a whole.
- c. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- d. Personnel gains, losses, vacancies (including durations of open Full Time Employee (FTE) positions), and status (security clearance, etc.).
- e. Training provided to current staff.
- f. Government actions required.
- g. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for the reporting period).
- h. Accumulated invoiced cost for each CLIN through the previous month, reported by application.
- i. Projected costs of each CLIN for the current month, reported by application.
- j. Estimated costs at completion of the current period of performance reported by application (Base or Option Period).
- k. Performance of EVM projects;
- l. Significant High and Critical Program Risks Summary.
- m. Summary of Security Vulnerabilities and Trends by Application.

The contractor shall conduct a Monthly Status Meeting to review the report (See Section F.5, Deliverable 13). Meeting minutes, including action items and owners, shall be recorded by the contractor and provided to the Government NLT 5 workdays after the meeting has occurred (See Section F.5, Deliverable 14).

### **C.5.1.5 SUBTASK 5 - CONVENE TECHNICAL STATUS MEETINGS**

As required, the contractor shall convene technical status meetings with technical staff, OCIO staff and other vital Government stakeholders. The purpose of these meetings is to ensure the Government has all required information to make decisions, manage stakeholders and coordinate

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

activities. For high visibility projects, the Government may call regular meetings with senior OCIO leadership to assess current status.

When requested, the contractor shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned to the COR within five workdays following the meeting.

### **C.5.1.6 SUBTASK 6 – PROVIDE EARNED VALUE MANAGEMENT (EVM) PLAN AND TEMPLATES**

The contractor shall use EVM Templates in accordance with the American National Standards Institute (ANSI)-748/A, the contractor's proposal, and the contractor's EVM systems and standards. The contractor templates shall be submitted to the Government for approval prior to use. See Section H.19 for further information. Performance of EVM program control is executed in Task 5, for projects estimated at \$250,000 or more, as otherwise specified in the Project Classification Schema (Section J, Attachment F), or as directed by the Government. When EVM is required, the Contractor shall coordinate with the Government the extent to which the reporting will be required on a per project basis.

### **C.5.1.7 SUBTASK 7 – QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT**

The contractor shall provide a draft QCP as required in Section F at the Program Kick-off Meeting. The contractor shall periodically update the QCP, as required in Section F, as changes in program processes occur. The QCP shall be reviewed and updated once a year at a minimum.

The contractor shall develop and implement a Continuous Improvement program. This includes, but is not limited to:

- a. Monitoring Government provided metrics as well as internal key performance indicators to monitor performance and identify when process reexamination should occur.
- b. Coordinating efforts with other contractors.
- c. Conducting end user and business line customer satisfaction surveys with action plans developed as an outcome.
- d. Where expected TO outcomes are not realized, initiate a process to evaluate, determine cause, and incorporate necessary changes to prevent future occurrences.
- e. Leveraging existing code and services in meeting business requirements.

### **C.5.1.8 SUBTASK 8 – PREPARE TRIP REPORTS**

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, reason, activities planned, activities completed, outcomes, milestone progress, duration of trip, and point of contact (POC) at travel location.

### **C.5.1.9 SUBTASK 9 – PREPARE A WEEKLY STATUS REPORT (WSR)**

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The contractor shall develop and provide a concise WSR in a format specified by the Government, on Friday of every week via electronic mail to the TPOCs and COR. The WSR shall include:

- a. A summary of continuing activities and action items carried over from the prior report, updated to include the current period's performance.
- b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- c. EVM Performance by application (when required).
- d. Government actions required.
- e. Project Performance.
- f. Significant Risks.
- g. Root Cause Analysis Reports, when needed.

### **C.5.1.10 SUBTASK 10 – CHANGE MANAGEMENT**

The contractor shall provide extensive change management services throughout the entire application lifecycle (cradle to grave). This includes, but is not limited to:

- a. Impact analysis.
- b. Developing, reviewing, and updating documentation.
- c. Developing training materials for Tier 1 Help Desk providers.
- d. Training the trainer events.
- e. Product demonstrations.
- f. End user forums.
- g. Coordinating with the appropriate business portfolio.
- h. Developing and implementing a training plan.
- i. Other communication and background documentation.

The contractor shall develop and maintain a master schedule of development and releases planned across the application portfolio supported by this TOR. This schedule shall be maintained current and be compared with actual results to ensure best available data is developed and captured. The contractor shall also coordinate the master schedule developed under this Task with the master schedule developed by the CAMEO LB contractor.

### **C.5.1.11 SUBTASK 11 – SYSTEM DOCUMENTATION**

The contractor shall ensure that proper system documentation is developed and/or updated in accordance with the GSA OCIO SDLC (Section J, Attachment H), or as directed by the Government.

### **C.5.1.12 SUBTASK 12 - ESTABLISH AND MAINTAIN GOOGLE SITE**

The contractor shall establish a Google web portal using GSA's Google platform that both approved contractor and Government personnel can access that contains critical project information. The contractor shall have the web portal operational within 30 calendar days of Task Order Award (TOA). The web portal shall, at a minimum, contain the following project information:

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

- a. Current Project Management Reviews (PMRs)
- b. All previous PMRs
- c. Current Transition Plan
- d. Current Quality Control Plan
- e. Current EVM Plan
- f. Current and Past EVM Statistics
- g. Current PMP
- h. All Weekly and Monthly Status Reports (including appended Trip Reports)
- i. Asset Management Inventory
- j. Status deliverables provided or pending
- k. Current and past period cost data by CLIN
- l. Detailed results of Quality Assurance (QA) audits

As practical, the Government's preference is for the CAMEO SB and CAMEO LB to leverage the same site structure with content appropriately segmented.

### **C.5.1.13 SUBTASK 13 – COORDINATE WITH CAMEO LB AND OTHER CONTRACTORS**

The Government has also identified that many applications in the scope of this TO are integrated with other applications that may be managed through the CAMEO LB contractor, or other support contractors. All applications in the scope of this order rely on support from other GSA IT shared services (e.g., infrastructure, security, enterprise architecture, etc.) managed by other GSA contractors. As such, the contractor shall ensure these interdependencies are understood and closely coordinate changes to CAMEO applications to ensure unintended impacts to applications do not occur.

### **C.5.1.14 SUBTASK 14 – DEVELOP TRANSITION OUT PLAN**

The contractor shall provide a draft Transition-Out Plan within six months of award (see Section F.5, Deliverable 19). The Government will work with the contractor to finalize with Plan in accordance with Section E (see Section F.5, Deliverable 20). This Plan shall be reviewed and updated on an annual basis at a minimum (See Section F.5, Deliverable 21). Additionally, it will be reviewed and updated quarterly during Option Period 4. The Transition-Out Plan shall include all the topics included in the Transition-In Plan. The contractor shall ensure the transition to the next contractor is effectively facilitated and executed.

### **C.5.2 TASK 2 – EXECUTE TRANSITION-IN**

The contractor shall execute its Transition-in Plan no later than (NLT) five workdays after Project Start (PS). During the Transition-In, the contractor shall ensure there will be minimum service disruption to the IT activities as well as no service disruption to vital Government business, and no service degradation during and after transition. All transition activities will be completed 90 calendar days after PS; individual systems and applications may be transitioned using a staged approach. The contractor shall perform an Operational Readiness Review (ORR) that outlines the contractor's preparedness to assume operation of contract duties for each

application. The contractor shall assume full application operations, on an individual application basis, only upon written Government approval. The contractor shall provide an Updated Transition-in Plan (See Section F.5, Deliverable 3) based on the contractor's draft Plan submitted with the proposal.

The contractor shall provide a weekly Transition Status Report. On an application level basis, this report shall detail:

- a. The detailed application transition status, as identified in the offeror's Transition Plan.
- b. Performance against the contractor's application transition schedule.
- c. The contractor's staffing status, to include security processing.
- d. The contractor's applications acceptance plan, checklist, schedule, and process.
- e. Transition risk management and mitigation.
- f. Coordination with the previous application management contractor.

### **C.5.3 TASK 3 – EXECUTE TRANSITION-OUT (OPTIONAL)**

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to a new services provider at the end of TO performance. The contractor shall execute the approved Transition-Out Plan within the time specified in the Transition-Out Plan. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes.
- b. Points of contact.
- c. Location of technical and project management documentation.
- d. Status of ongoing technical initiatives.
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel.
- g. Transition Government Furnished Property (GFP) to the new support contractor.
- h. Schedules and milestones.
- i. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings, or other interchanges with key Government personnel identified by the COR.

### **C.5.4 TASK 4 –APPLICATION OPERATIONS AND MAINTENANCE (O&M)**

For the purpose of this Task Order, O&M is defined as follows: activities and functions performed to ensure existing applications perform as intended.

The contractor shall provide system lifecycle management for supported applications during the TO period of performance. This system life cycle support includes sustainment support for fielded baselines, project management/service delivery oversight, software development, requirements management, release management, commercial-off-the-shelf (COTS) and Government-off-the-shelf (GOTS) software management, web services, systems analysis, and application Tier 2 & 3 service desk support.

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

The contractor shall follow all applicable standards and guidelines for software development, systems management and service delivery using the GSA SDLC (Attachment H), as well as ITIL® v3 and CoBIT® as industry best-practice guides when appropriate. The contractor shall bring all critical system failures to the attention of the Government immediately.

Note: All sub-tasks in this Task 4 are considered to be “as required” based upon the specific project criteria and system documentation provided.

### **C.5.4.1 SUBTASK 1 – REQUIREMENTS DEVELOPMENT (As Needed)**

Upon Government approval, the contractor shall review, accept, develop, or enhance a Requirements Document. This document will identify the requirements to meet user business needs, identify the functional and nonfunctional requirements, and any technical constraints or requirements.

### **C.5.4.2 SUBTASK 2 – TECHNICAL DESIGN DEVELOPMENT (As Needed)**

The contractor shall review the requirements and design documents and develop a detailed Technical Design Document, identifying any tools required, the level of effort and duration of the development required, as well as leveraging the use of Application Prototyping as appropriate. This shall include:

- a. The platform and technologies to be used.
- b. The use of existing Service-Oriented Architecture (SOA) services.
- c. The re-use of existing code.
- d. A systems interface impact assessment.
- e. The design the structure of modules.
- f. A Requirements Traceability Matrix.
- g. An estimate of the level of effort and cost for the project.
- h. A WBS and Project Schedule.
- i. A preliminary release schedule.

### **C.5.4.3 SUBTASK 3 – PROGRAMMING/CODING (As Needed)**

Upon Government approval, the contractor shall commence with the development of the project. All programming shall be contained in a Non-Production Environment, and in accordance with the Technical Design Document.

The contractor shall report the progress of development as part of the Weekly Status Report (Section C.5.1. 9).

### **C.5.4.4 SUBTASK 4 – TESTING**

The contractor shall test all development and perform all testing required by the GSA SDLC (Attachment H), Testing Handbook (Attachment G), or other Government approved process/methodology. Testing shall include, but is not limited to:

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- a. Functional testing to ensure all requirements are satisfied.
- b. Validation to ensure that any required user documentation is accurately portrayed.
- c. Compatibility testing with all interconnected systems.
- d. Compliance testing with Section 508 of the Americans with Disabilities Act.
- e. Performance testing.
- f. Regression testing.
- g. User Acceptance Testing (UAT) (when required).

The contractor shall develop reusable test cases for each requirement and trace it back to the individual requirements or use case. Upon completion of testing, the contractor shall provide a Test Analysis Report (TAR) to the specified Government personnel. Upon receipt of Government approval of the TAR and upon completion of testing, all materials and code are transitioned to Subtask 5 for final review, Configuration Management, and Release Management.

### **C.5.4.5 SUBTASK 5 – CONFIGURATION, BASELINE AND RELEASE MANAGEMENT**

#### **CONFIGURATION AND BASELINE MANAGEMENT**

The contractor shall provide data management support under this Task Order. The contractor shall develop, execute, and maintain a data management plan that addresses how the contractor will manage program software artifacts and documentation.

The contractor shall operate and manage all production applications in a consistent manner across the TO. This includes all required services, with the exception of managing the infrastructure. Note: The Government will ensure that all networks, connections and servers are maintained and patched at the Operating System level. The contractor shall actively monitor and manage all applications and support the necessary infrastructure activities related to system upgrades, patching, system migrations, consolidations and updates to software supporting application systems planned by the infrastructure support team(s); which may occur during non-business hours. This includes, but is not limited to:

- a. Preparing and updating the Configuration Management Plan.
- b. Providing Configuration Management Reports.
- c. Providing Status Accounting Reports.
- d. Maintaining, and ensuring adequate archival copies of configuration management tools, systems, and data.
- e. Ensuring compliance with the SDLC artifacts required for each application.
- f. Ensuring there are clear relationships between source code versions and baselines.
- g. Performing configuration audits; a formal examination of the configuration records and system documentation to verify that a system is accurately documented and approved changes to the baseline(s) have been incorporated, documented, tested, and are traceable to functional requirements, in accordance with the FAS SDLC Guidelines.
- h. Ensuring that vendor developed patches to underlying systems, technologies, or tools are identified promptly in accordance with GSA's security requirements.
- i. Testing patches to underlying technology.
- j. Implementing approved patches.



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- k. Ensuring Application stability and availability.
- l. Tracking Application uptime (Note: To be considered available, all aspects of an application must be fully available).
- m. Implementing and managing version control, to include code control, recovery, or other procedures to keep to all environments synchronized (development, test, and production);
- n. Ensuring effective baseline management.
- o. Deploying releases.
- p. Issue Management, including maintaining relationships between issues and versions/baselines/releases.
- q. Troubleshooting and remediating application failures and/or poor performance.
- r. Regressing prior releases when issues are identified with new releases.
- s. Coordinating with all GSA Help Desks and/or contractors.

The contractor shall ensure that all security issues identified by vulnerability scanning shall be resolved in accordance with the GSA Information Technology (IT) Security Policy (CIO P 2100.1H (09/24/2012) or updated version as provided by the GSA.

The contractor shall support all Security Assessment, Payment Card Industry (PCI) Data Security Standards (DSS) if applicable, and other audit activities in accordance with the IT Security Procedural Guide Managing Enterprise Risk (CIO-IT Security-06-30 revision 7 (05/31/2011) (Section J, Attachment K) or updated version as provided by the GSA.

### **RELEASE MANAGEMENT**

The Contractor shall participate in the release planning and execution in coordination with other GSA stakeholders and contractors to ensure releases do not impact operations.

The contractor shall maintain a Release Management Portal using GSA's Google platform to track the Release process steps and status including GSA approvals to make releases for each application. As practical, the Government's preference is for the CAMEO SB and CAMEO LB to leverage the same site structure.

The contractor shall develop and update a Release Management Plan which describes the plan for the distribution of software to ensure that a new release will function as intended when introduced into the existing infrastructure. GSA has three types of releases:

Release definitions:

- 1. Major Software Release - This contains significant new functionality, some of which may make intervening fixes to problems redundant. A major upgrade or release usually includes all preceding minor upgrades, releases and emergency fixes.
- 2. Minor Software Release - This contains small enhancements and fixes, some of which may have already been issued as emergency fixes. A minor upgrade or release usually includes all preceding emergency fixes.

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

3. Emergency Release - This contains corrections to a small number of known problems on an expedited timeline. If an emergency release is necessary to restore operations this must be approved by the Government.

The contractor shall review configuration and development documentation for all applications. The contractor shall identify potential risks and documentation deficiency, and coordinate with other development teams to resolve issues prior to application deployment.

The contractor shall:

- a. Conduct technical design review and make recommendations.
- b. Conduct deployment plan review for accuracy.
- c. Review documentation for any issues based on current functionality.
- d. Conduct smoke testing in production.
- e. Conduct regression and end-end testing.
- f. Notify users of upcoming releases.
- g. Update system change requests to reflect updates through the release process.
- h. Coordinate release management with configuration management.
- i. Monitor baseline application performance in production, working with the Infrastructure group, and using the provided tools, for applications where it is applicable.
- j. Maintain release notes and version description documentation.
- k. Provide training to Help Desk staff, as needed.
- l. Develop user materials and provide training when necessary for updated/new functionality.
- m. Prepare and issue Release Notices as needed.

The contractor shall prepare for and implement a scheduled release of the application/enhancement. The contractor shall notify and coordinate with Service Desk staff to ensure its staff is capable of supporting the application/enhancement.

The contractor shall release software upon approval by the Government.

### **C.5.4.6 SUBTASK 6 – DATABASE MANAGEMENT**

In collaboration with the GSA Infrastructure organization, the contractor shall monitor supported system database environments for performance issues and correct any issues and if required, coordinate interactions with hosting or other development activities. The contractor shall monitor and sustain databases and incorporate changes or updates, to the supported data models, schemas, and related support software. The contractor shall provide continuous improvement in the integration of information within the database to facilitate data sharing across information systems.

### **C.5.4.7 SUBTASK 7 - PROVIDE PROBLEM MANAGEMENT AND DEFECT RESOLUTION**

The contractor shall perform problem management and implement software and system solutions, i.e. fixes, as identified by the Government. As appropriate, the contractor shall

## SECTION C – PERFORMANCE BASED STATEMENT OF WORK

coordinate any interactions with entities interfacing with the supported systems. Contractor maintenance activities shall follow GSA OCIO SDLC guidelines or other approved approach.

Some software related incidents opened by the technical support staff may be converted to Problem Reports (PR) and subsequently Change Requests (CR). The Government categorizes the PR's and CR's as high, medium, or low depending on impact to the system. Under this task, the contractor shall be responsible for identifying, triaging, developing and deploying bug fixes and Government agreed to minor enhancements to the supported systems.

### **C.5.4.8 SUBTASK 8 - USER TRAINING (As Needed)**

The contractor shall develop and conduct user training for applications as training requests are received. This training, which can be delivered in a variety of formats, focuses on the functionality of applications and user interface.

### **C.5.4.9 SUBTASK 9 – APPLICATION DECOMMISSIONING**

The contractor shall, when approved by the Government, prepare for and execute the decommissioning of applications. Upon approval, the contractor shall:

- a. Prepare an application decommission plan that adheres to GSA policies. This plan will identify any integrations, extensions or usage from/to all other GSA applications.
- b. Execute the application decommission plan.
- c. Prepare required user communications to prepare them for the changes resulting from the decommissioning of the application.
- d. Provide support for archiving data kept on the application.
- e. Create archival copies of all source code, baselines, releases, documentation and all other artifacts required to re-deploy the decommissioned application.
- f. Execute the decommissioning of the application.

### **C.5.5 TASK 5 – APPLICATION ENHANCEMENT AND MODERNIZATION SUPPORT**

For the purpose of this Task Order, Application Enhancement and Modernization is defined as follows: activities and functions performed to develop, test, and deploy new functionality for an existing application, or to otherwise modernize the ‘back end’ or ‘front end’ of an application. This support also includes application migration from current technical architecture to GSA enterprise platforms (e.g. Salesforce, Google Application Engine, Appian) when appropriate.

A GSA goal under this task is to develop “Cloud Ready” applications (see Section C.1.3) suitable to run on equivalent Platform as a Service (PaaS) infrastructure (e.g. Java application written on the JBoss stack transitioning to a Java/JBoss platform as a service environment).

The contractor shall enhance and modernize applications as needed to meet GSA business needs. The contractor shall conform to the GSA SDLC (Section J, Attachment H) or other Government approved methodology.

When a project has been approved by the Government the contractor shall follow the existing

development methodology and provide the artifacts listed for that methodology. The contractor shall make additional recommendations to develop the project in the most effective manner possible, where all deliverables must provide business value to GSA.

#### **C.5.5.1 SUBTASK 1 – REQUIREMENTS DEVELOPMENT**

Upon Government approval, the contractor shall review, accept, develop, or enhance a Requirements Document. This document will identify the requirements to meet user business needs, and any technical constraints or requirements. The contractor shall clearly identify all existing functionality distinct from the requested/desired enhancements.

#### **C.5.5.2 SUBTASK 2 – TECHNICAL ARCHITECTURE DEVELOPMENT**

The contractor shall review the existing design and architecture documents, and identify a strategy to meet the new functional requirements that maximizes GSA's standards and platforms code re-use, efficiency, and GSA's SOA. In meeting these requirements the contractor shall:

- a. Follow the architecture guidelines for each platform or technology used for the development of the project.
- b. Develop following industry code conventions (ie. Java code conventions) or other standard coding practices.
- c. Develop with all GSA security guidelines throughout the development process, leveraging the static code analysis tools such as Fortify to produce secure code.

#### **C.5.5.3 SUBTASK 3 – TECHNICAL DESIGN DEVELOPMENT**

The contractor shall review the requirements and design documents and develop a detailed Technical Design Document, identifying any tools required, the level of effort and duration of the development required; as well as, leveraging the use of Application Prototyping as appropriate. This shall include:

- a. The platform and technologies to be used.
- b. The use of existing Service-oriented Architecture (SOA) services.
- c. The re-use of existing code.
- d. A systems interface impact assessment.
- e. The design structure of modules.
- f. A Requirements Traceability Matrix.
- g. An estimate the level of effort and cost for the project.
- h. A WBS and Project Schedule.
- i. A preliminary release schedule.

#### **C.5.5.4 SUBTASK 4 – PROGRAMMING/CODING**

Upon Government approval, the contractor shall commence with the development of the project. All programming shall be contained in a Non-Production Environment, and in accordance with the Technical Design Document. Where applicable, developers shall include Fortify scanning and Fortify scanning results.

The contractor shall report the progress of development as part of Weekly Status Reporting in Section C.5.1.9.

#### **C.5.5.5 SUBTASK 5 – TESTING**

The contractor shall test all development and perform all testing required by the GSA SDLC(Section J, Attachment H), Testing Handbook (Section J, Attachment G), or other Government approved process/methodology. The testing shall include, but is not limited to:

- a. Analyzing the resource requirements and skill sets for testing.
- b. Creating test plans, scenarios and scripts and data based on the business requirements which are suitable for the application design.
- c. Performing and coordinating test readiness reviews.
- d. Scheduling and executing test.
- e. Functional testing to ensure all requirements are satisfied.
- f. Integration testing to ensure all compatibility is maintained to/from all external applications.
- g. Load testing to ensure that platform requirements are identified and maintained.
- h. Security testing to ensure compliance with all GSA and Federal security policies.
- i. Testing for compliance with Section 508 of the American with Disabilities Act.
- j. Documenting and maintaining test results in the approved Configuration Management System.
- k. Validating that any required user documentation is accurately portrayed.
- l. Compatibility testing with all interconnected systems.
- m. Performance testing.
- n. Regression testing.
- o. Maximizing the use of robust automated testing tools to support the comprehensive testing requirements suitable to the complexity of the application.

The contractor shall develop reusable test cases for each requirement and trace it back to the individual requirements or use case. Upon completion of testing, the contractor shall provide a Test Analysis Report (TAR) to the specified Government personnel. Upon receipt of Government approval of the TAR and upon completion of testing, all materials and code are transitioned to Subtask 5 for final review, Configuration Management, and Release Management.

#### **C.5.6 TASK 6 – ADDITIONAL APPLICATION SUPPORT FOR EXISTING APPLICATIONS (OPTIONAL)**

During performance of this TO, the Government may transition additional existing applications to the portfolio to meet business requirements; these applications will be within the general scope of the three Application Sets listed in Section C.3.1.

Upon receipt of information regarding the additional application that requires support, the contractor shall provide an estimated level of effort and estimated cost for the application. Upon Government acceptance of the estimated level of effort and cost, the contractor shall provide the same services contained in Tasks 4 (Applications O&M) and 5 (Application Enhancement and Modernizations Support) for these applications, and they shall be included in Tasks 1-3 (Provide Program Management Support, Execute Transition-In, and Execute Transition-Out), 8 (Support Security Activities), and 9 (Provide Service Desk Support).

Depending on the origin of the transitioned system, a configuration audit may be required. This will be a formal examination of the configuration records and system documentation to verify the system is accurately documented and approved changes to the baseline(s) are incorporated,

documented, tested, and traceable to functional requirements, in accordance with GSA guidelines.

#### **C.5.7 TASK 7 – NEW APPLICATION DEVELOPMENT SUPPORT (OPTIONAL)**

During performance of this order, the Government may require additional applications to be developed to meet business requirements. The contractor shall provide the same services contained in Tasks 5 (Application Enhancement and Modernization) for these applications, and they shall be included in Task 1 (Provide Program Management), and 3 (Execute Transition-Out).

#### **C.5.8 TASK 8 – SUPPORT SECURITY ACTIVITIES**

##### **C.5.8.1 SUBTASK 1 - INFORMATION ASSURANCE**

The contractor shall provide consolidated Information System Security Officer (ISSO) support for applications under this TO. ISSOs shall be assigned to multiple Federal Information Security Management Act (FISMA) systems, across GSA organizational divisions, based on projected level of effort. Proposed ISSOs shall also work as a team to support Information Assurance under the scope of this TO as fluctuation or surge needs arise. The contractor shall:

- a. Validate system hardware and software inventories.
- b. Interpret operating system, database, and web application vulnerability scan reports.
- c. Write and update security documentation (System Security Plans, Contingency Plans, Business Impact Analysis, Privacy Impact Assessments, etc.).
- d. Track and manage existing and future vulnerabilities through the system Plan of Action and Milestones (POA&M).
- e. Review and track firewall change requests, and steward requests through the change request process.
- f. Support security assessment, Payment Card Industry (PCI) Data Security Standards (DSS) if applicable, and other Audit activities.
- g. Support contingency plan testing.
- h. Support annual FISMA self assessments.
- i. Ensure compliance with the GSA IT Security Policy (CIO P 2100.1H (09/09/2013) (Section J, Attachment II) or updated version as provided by the GSA.
- j. Respond to security incidents per GSA security policy.
- k. Ensure compliance with the IT Security Procedural Guide Managing Enterprise Risk (CIO-IT Security-06-30 revision 7 (05/31/2011)) (Section J, Attachment K) or updated version as provided by the GSA.
- l. Ensure compliance with IT Procedural Guide Security Language for IT Acquisition Efforts (CIO-IT Security-09-48 revision 1 (12/06/2009)) (Section J, Attachment L) or updated version as provided by the GSA.

##### **C.5.8.2 SUBTASK 2 – SUPPORT ASSESSMENT AND ACCREDITATION (A&A)**

The Contractor shall provide support to all parties providing required A&A documentation and services required to support the A&A process for all applications included in this Task Order. This includes, but is not limited to:

- a. Continuous monitoring support.
- b. Maintaining and monitoring controls within the system security plan.
- c. Supporting the A&A process.
- d. Perform Privacy Impact Assessments (PIA).
- e. Maintain PCI DSS as appropriate.
- f. Providing Evidentiary artifacts.
- g. Responding to inquiries/questions.
- h. Remediating issues identified in PoAMs as specified by security policy.

#### **C.5.9 TASK 9 – PROVIDE SERVICE DESK SUPPORT**

For applications supported by the TO, the contractor shall manage, maintain and conduct day-to-day Tier 2 and 3 Help Desk functions and operations. The contractor shall respond to all inquiries received from the Tier 1 Help Desk through the current GSA Service Desk ticketing system. The contractor shall resolve incidents that impact existing functionality for all applications within the scope of this Task Order.

The term “resolved” normally means an action is taken that will resolve an incident, i.e., allow the user to carry out their business functions. This may be a temporary work-around or the permanent fix. Service Desk personnel may have to escalate the incident based on the complexity or severity of the problem.

The contractor shall operate the Service Desk, Monday – Friday, during core business hours (8:00am – 8:00pm Eastern Time (ET)), excluding Federal Holidays. Additional hours may be required during Fiscal Year (FY) close to accommodate the needs of the government. The contractor shall bring all critical system failures to the attention of the Government immediately.

For purposes of this TO, following are representative tasks performed at each support level.

- a. Tier 1 Support – Provides basic applications and technical analysis, procurement system workflow assistance, and routine data administration and manipulation. This “front line” support request may arrive via telephone, email, or on-line incident submission, and all requests for assistance shall be logged in and be ready for analysis through the Government provided incident tracking (feedback) system (not within scope of this Task Order).
- b. Tier 2 Support – Provides more complex support to users to include subject matter expertise on supported software applications to include hardware and software technical assistance and service requests from the Tier 1 level.
- c. Tier 3 Support – Provides more advanced technical support on highly complex inquiries and support on critical calls that may have an immediate negative impact on operations. Engineers and certified applications personnel may respond to technical issues escalated from Tier 2 or as directed from the Government.

#### **C.5.10 TASK 10 – STRATEGIC ANALYSIS OF APPLICATION GROUPS**

The contractor shall provide an iterative cycle, annually at a minimum, of analyses of applications (Section F.5, Deliverable 26) under this TO and identify technologies to streamline and modernize GSA's application portfolio. The analysis should capitalize on emerging technologies and advancements in software development, automated testing, release methodologies, external interface management, software security, mobile computing, data storage and hosting.

For each analysis the contractor shall utilize the following criteria: business value and contribution to meeting GSA strategic goals, availability, maintainability, expandability, reliability, and conformance to functional, security, and budgetary requirements.

The contractor shall identify the resources required to implement each recommendation. The contractor shall deliver a system analysis. Approved recommendations will follow the appropriate actions as outlined in Task 4 - Applications Operations and Maintenance, or Task 7 – New Application Development Support.

#### **C.5.11 TASK 11 – COMMON ACQUISITION PLATFORM (CAP) SUPPORT (OPTIONAL)**

CAP's vision is to create a central platform to improve the execution of acquisitions in the Federal Government. CAP's goal is to provide GSA increased insight into Government-wide transactional data, reduce the costs of redundant acquisition systems, and support the continuous improvement of federal acquisitions. A number of applications that require support under this TOR will become part of CAP and additional support may be required to perform a gap analysis to determine the approach for implementing the CAP vision. The contractor shall provide support in this transition to CAP.

##### **C.5.11.1 SUBTASK 1 – GAP ANALYSIS FOR CAP**

The contractor shall provide a gap analysis of the current portfolio environment and its future state as part of CAP. In its plan, the contractor shall identify the existing application environment, the desired outcome, the process to achieve the desired outcome, and the gap between the existing process and the desired outcome. The contractor's analysis shall include documenting the requirements for the enhancements to the current portfolio of applications to achieve CAP's goal of becoming the central platform for Federal Government acquisitions. The contractor shall also develop and prioritize the requirements to bridge the existing gap.

##### **C.5.11.2 SUBTASK 2 – ENTERPRISE ARCHITECTURE (EA) FOR CAP**

The contractor shall conduct an enterprise analysis that provides a plan for the design, planning, and implementation of the CAP vision. The contractor shall develop an EA strategy for CAP that ensures alignment between the IT business needs.



## SECTION D – PACKAGING AND MARKING

### **D.1 PRESERVATION, PACKAGING, PACKING, AND MARKING**

All deliverables submitted to the Government shall indicate the contract number, TO number, contractor's name, description of items contain therein and the consignee's name and address for which the information is being submitted. The contractor shall follow the marking requirements specified by the Government.

## SECTION E - INSPECTION AND ACCEPTANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Small Business Contract.

### **E.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This TO incorporates the following clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

CLAUSE #	CLAUSE TITLE	DATE
52.246-4	Inspection of Services — Fixed Price	(Aug 1996)
52.246-5	Inspection of Services – Cost Reimbursement	(Apr 1984)

### **E.2 PLACE OF INSPECTION AND ACCEPTANCE**

Inspection and acceptance of all work performance, reports, and other deliverables under this TO shall be performed by the FEDSIM COR.

### **E.3 SCOPE OF INSPECTION**

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

### **E.4 BASIS OF ACCEPTANCE**

The basis for acceptance shall be compliance with the requirements set forth in the TO, the contractor's proposal and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

The following acceptance criteria also apply to this order.

- a. Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.
- b. If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.
- c. All of the Government's comments on deliverables must either be incorporated in the succeeding version of the deliverable, or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

## SECTION E - INSPECTION AND ACCEPTANCE

- d. If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the requirements stated within this TO, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.
- e. For all development efforts, the final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved through documentation updates, program correction, or other mutually agreeable methods.

### **E.5 DRAFT DELIVERABLES**

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in **Section F**) from Government receipt of the draft deliverable. Upon receipt of the Government's comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

### **E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT**

The Government shall provide written notification of acceptance or rejection of all final deliverables within 15 workdays (unless specified otherwise in **Section F**). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

### **E.7 NON-CONFORMING PRODUCTS OR SERVICES**

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

For CPAF CLINs-

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated reduction in the earned award fee.

## SECTION F – DELIVERABLES OR PERFORMANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Small Business Contract.

### **F.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This TO incorporates the following clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make the full text of the referenced clauses available. Also, the full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

CLAUSE #	CLAUSE TITLE	DATE
52.242-15	Stop-work Order	(Aug 1989)
52.242-15	Stop-work Order (Alternate I)	(Apr 1984)

### **F.3 TASK ORDER PERIOD OF PERFORMANCE**

The period of performance for this TO is one, one year base period and four, one year option periods.

### **F.4 PLACE OF PERFORMANCE**

Place of Performance is the contractor's location and long distance travel may be required as needed. Telecommuting will be permitted under this TO. The contractor shall complete all work required in the TOR within the United States.

### **F.5 DELIVERABLES**

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

IAW	In Accordance With
NLT	Not Later Than
OP	Option Period
PMP	Project Management Plan
PS	Project Start
TOA	Task Order Award
WD	Work Days

All days are workdays unless otherwise stated. Deliverables are due the next Government workday if the due date falls on a holiday or weekend. **Other deliverables not listed in the table below, but referenced in Section C above, may be required as directed by the**

## SECTION F – DELIVERABLES OR PERFORMANCE

**Government during TO performance.** At minimum, the contractor shall submit the deliverables listed in the following table:

NO	MILESTONE/DELIVERABLE	TOR REFERENCE	PLANNED COMPLETION DATE
	Project Start (PS)	-	11 calendar days from TOA
1	Program Kick-Off Agenda	C.5.1.1	NLT 5 WD after PS
2	Program Kick-Off Meeting	C.5.1.1	NLT 5 WD after PS
3	Transition-In Plan	C.5.1.2	At Kickoff Meeting
	Draft Quality Control Plan	C.5.1.7	At Kickoff Meeting
4	Transition-In Status Reports	C.5.1.2	Weekly during Transition-In
5	Copy of TO (initial award and all modifications)	F.5.1	NLT 5 WD after PS
6	Draft PMP	C.5.1.3	NLT 5 WD after PS
7	Final PMP	C.5.1.3	IAW Section E
8	PMP Updates	C.5.1.3	As needed
9	Monthly Status Report	C.5.1.4	10 <sup>th</sup> day of the subsequent month
10	Updated Transition-In Plan	C.5.2	PS + 2 weeks
11	Final Quality Control Plan (QCP)	C.5.1.7	PS + 2 weeks
12	QCP Updates	C.5.1.7	IAW PMP
13	Monthly Status Meeting	C.5.1.4	IAW PMP
14	Monthly Status Meeting Minutes	C.5.1.4	NLT 5 WD after Monthly Status Meeting
15	Trip Reports	C.5.1.8	NLT 5 WD after trip completion
16	Weekly Status Reports (WSR)	C.5.1.9	Weekly on Fridays
17	Google Site	C.5.1.12	PS + 30 days
18	Google Site Updates	C.5.1.12	IAW PMP
19	Draft Transition-Out Plan	C.5.1.14	PS + 6 months
20	Final Transition-Out Plan	C.5.1.14	IAW Section E
21	Transition-Out Plan Updates	C.5.1.14	IAW PMP and Section C.5.1.14
22	Technical Status Meeting	C.5.1.5	IAW PMP
23	Technical Status Meeting Minutes	C.5.1.5	NLT 5 WD after Technical Status Meeting
24	IT Security Plan	F.5.2	NLT 30 calendar days after PS and annual verification or update.
25	IT Security Authorization	F.5.2	PS + 6 months
26	Strategic Assessment of Applications	C.5.10	Annually a minimum and in accordance with PMP
27	Documentation prepared or updated in accordance with Section C, the SDLC (Section J, Attachment H), the project classification schema (Section J, Attachment F), as a part of the enhancement or activity that results in a change to an application	J.1, Attachment F	To be defined by the COR on an application basis

### **F.5.1 PUBLIC-RELEASE OF CONTRACT DOCUMENTS REQUIREMENT**

The contractor agrees to submit, within ten workdays from the date of the CO's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall demonstrate why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

### **F.5.2 GSA INFORMATION TECHNOLOGY (IT) SECURITY REQUIREMENTS**

The contractor shall deliver an IT Security Plan within 30 calendar days of award that describes the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this order. The IT Security Plan shall comply with applicable Federal laws including, but are not limited to, 40 U.S.C. 11331, the FISMA of 2002, and the E-Government Act of 2002. The IT Security Plan shall meet IT security requirements in accordance with Federal and GSA policies and procedures, including GSAR clause 552.239-71. The contractor shall submit written proof of IT security authorization six months after award, and verify that the IT Security Plan remains valid annually.

### **F.5.3 DELIVERABLES MEDIA**

The contractor shall deliver all electronic versions by email and removable electronic media, as well as placing in the GSA OCIO and FEDSIM designated repositories. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

• Text	MS Word
• Spreadsheets	MS Excel
• Briefings	MS PowerPoint
• Drawings	MS Visio
• Schedules	MS Project

### **F.6 PLACE(S) OF DELIVERY**

Unclassified deliverables and correspondence shall be delivered to the GSA COR at the following address:

GSA FAS AAS FEDSIM

Task Order Request **GSC-QF0B -14-32808**

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## SECTION F – DELIVERABLES OR PERFORMANCE

ATTN: Elizabeth Hampton, COR  
1800 F Street, NW  
Suite 3100 (QF0B)  
Washington, D.C. 20405  
Telephone: 703-605-5736  
Email: Elizabeth.Hampton@gsa.gov

Copies of all deliverables shall also be delivered to the GSA OCIO TPOC at the following address:

Provided after award.

### **F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)**

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment Z) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

## SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Small Business Contract.

### **G.3.5 CONTRACTING OFFICER’S REPRESENTATIVE**

The CO will appoint a COR in writing for each TO through a COR Appointment Letter that will be provided to the contractor upon award (Section J, Attachment B). The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

#### **G.3.5.1 CONTRACT ADMINISTRATION**

Contracting Officer (CO):

Odis Kenton  
GSA FAS AAS FEDSIM  
1800 F Street, NW  
Suite 3100 (QF0B)  
Washington, D.C. 20405  
Telephone: (703) 603-8258  
Email: Odis.Kenton@gsa.gov

Contracting Officer’s Representative (COR):

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Technical Point of Contact (TPOC):

Provided after award.

### **G.9.6 INVOICE SUBMISSION**

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

Task Order Number: *(from GSA Form 300, Block 2)*  
Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*  
FEDSIM Project Number: 13043GSM  
Project Title: GSA CAMEO Small Business



## SECTION G – CONTRACT ADMINISTRATION DATA

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Tracking and Ordering System (TOS) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Select *Vendor Support*, log in using your assigned ID and password, then click on *Create Invoice*. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free). By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

### **G.9.6.1 INVOICE REQUIREMENTS**

The contractor shall submit a draft or advance copy of an invoice to the client POC for review prior to its submission to GSA. Receipts are provided on an as requested basis. If the TO has different contract types, each should be addressed separately in the invoice submission. The final invoice is desired to be submitted within six months of project completion.

#### **G.9.6.1.2 COST-PLUS-AWARD-FEE (CPAF) CLINs (for LABOR)**

The contractor may invoice once or twice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by application, by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- a. Employee name (current and past employees)
- b. Employee company labor category
- c. Employee Alliant Small Business labor category
- d. Monthly and total cumulative hours worked
- e. Corresponding TO ceiling rate
- f. Cost incurred not billed
- g. Current approved forward pricing rate agreement in support of indirect costs billed

All cost presentations provided by the contractor shall also include Overhead charges, and General and Administrative charges and shall also include the Overhead and General and Administrative rates being applied.

The Government will promptly make payment of any award fee upon the submission, by the contractor to the FEDSIM COR, of a public voucher or invoice in the amount of the total fee

## SECTION G – CONTRACT ADMINISTRATION DATA

earned for the period evaluated. Payment may be made without issuing a TO modification if funds have been obligated for the award fee amount. The contractor shall attach the Award Fee Determining Official (AFDO)/CO determination letter to the public voucher and/or invoice.

### **G.9.6.1.3 FIRM-FIXED-PRICE (FFP) CLINs**

The contractor may invoice as stated in Section B for the FFP CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All costs shall be reported by CLIN element (as shown in Section B) and shall be provided for the current invoice and in total from project inception to date. The listing shall include separate columns and totals for the current invoice period and the project to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information: FFP amount, including the period of performance – as stated in Section B.

### **G.9.6.1.4 TOOLS AND ODCs**

The contractor may invoice once or twice monthly on the basis of cost incurred for the Tools and ODCs CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- a. Tools purchased
- b. Consent to Purchase number or identifier
- c. Date accepted by the Government
- d. Associated CLIN
- e. Project-to-date totals by CLIN
- f. Cost incurred not billed
- g. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges, and Fee.

### **G.9.6.1.5 TRAVEL**

Long distance travel is travel over 50 miles. Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Joint Travel Regulation (JTR) - prescribed by the GSA, for travel in the contiguous U.S.
- b. Federal Travel Regulation (FTR) Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR. The invoice shall include the period of performance covered by the invoice, the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN. The current invoice period's travel details shall include separate columns and totals and include the following:

## SECTION G – CONTRACT ADMINISTRATION DATA

- a. Travel Authorization Request number or identifier, approver name, and approval date
- b. Current invoice period
- c. Names of persons traveling
- d. Number of travel days
- e. Dates of travel
- f. Number of days per diem charged
- g. Per diem rate used
- h. Total per diem charged
- i. Transportation costs
- j. Lodging costs
- k. Total charges
- l. Explanation of variances exceeding 10% of the approved versus actual costs
- m. Indirect Handling Rate

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges.

## **H.1 INCORPORATION BY REFERENCE**

The CO reserves the right to incorporate by reference some, all, or none of the offeror's proposal. In such instances, the material to be incorporated by reference shall be clearly annotated on the award form, and shall become part of the resultant task order.

## **H.2 KEY PERSONNEL**

The following are the minimum personnel who shall be designated as "Key." The Government does not intend to dictate the composition of the ideal team to perform this TO. Therefore, the Government will allow and will evaluate up to three additional Key Personnel as proposed by the offeror.

- a. Program Manager (PM)
- b. Technical Program Manager
- c. Service Delivery Manager

**The Government desires that Key Personnel be assigned for the duration of the Task Order.**

### **H.2.3 PROGRAM MANAGER**

It is required that the PM has the following qualifications:

- a. Project Management Professional (PMP)® or PgMP® Certification at the time of proposal submission.

It is desired that the PM has the following qualifications:

- b. An Information Technology Infrastructure Library (ITIL)® Foundation and/or Practitioner Certification, for either ITIL® v.2 or v.3, at time of proposal submission.
- c. Formal training or certification in Agile software development methods at the time of proposal submission.
- d. Experience in the management of application lifecycle support work similar in size, scope, and complexity as described in this TOR.
- e. Experience with the management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills in projects similar in size and scope as proposed for the TOR. Experience managing an employee training program to ensure employee skills are up to date.
- f. Experience in a quality assurance environment that includes knowledge of customer satisfaction tracking; user complaint and monitoring programs; and quality control (QC) programs.
- g. Extensive knowledge of the Federal Government's acquisition environment.

### **H.2.4 TECHNICAL PROGRAM MANAGER**

It is desired that the Technical Program Manager has the following qualifications:

- a. PMP® Certification at the time of proposal submission.

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- b. Formal training or certification in Agile software development methods at the time of proposal submission.
- c. Experience with application lifecycle support for acquisition applications in the Federal Government, including experience in transitioning from one development methodology to another, enhancement work, and integration work.
- d. Experience with enterprise architecture frameworks, tools, and methods.
- e. Extensive experience consulting with stakeholders about the desired functionality of applications and ensuring systems meet enterprise technical and business objectives.
- f. Extensive knowledge of the Federal Government's acquisition environment.

### **H.2.5 SERVICE DELIVERY MANAGER**

It is required that the Service Delivery Manager has the following qualifications:

- a. An ITIL® Foundation and/or Practitioner Certification, for either ITIL® v.2 or v.3, at time of proposal submission.

It is desired that the Service Delivery Manager has the following qualifications:

- b. Formal training or certification in Agile software development methods at the time of proposal submission.
- c. Experience in service delivery using ITIL best practices and leading teams providing high quality services in an environment similar in size and scope as proposed for the TOR.
- d. Experience with investigating and successfully implementing and integrating new technologies into a service delivery environment.
- e. Experience in the Government furnished tools and technologies identified in the TOR.
- f. Experience managing a help desk team providing Tier 2 and Tier 3 application support.

### **H.2.6 KEY PERSONNEL SUBSTITUTION**

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing Task Order. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the Task Order, the contractor may be subject to default action as prescribed by Federal Acquisition Regulation (FAR) 52.249-6, Termination (Cost Reimbursement) or FAR 52.249-8, Default (Fixed-Price Supply and Service).

### **H.5 GOVERNMENT-FURNISHED PROPERTY (GFP)**

The GFP is listed in Section J, Attachment I.

## **H.7 SECURITY CONSIDERATIONS**

The contractor shall comply with agency personal identity verification procedures identified in the TOR that implement Homeland Security Presidential Directive (HSPD) - 12 Information Processing Standards Publication (FIPS PUB) Number 201. The contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally controlled facility or access to a Federal Information System. Work on this project may require contractor personnel to have access to limited information to fully integrate financial, operational, procurement, and personnel data. The clearance is considered sensitive, but unclassified. All contractors issued a GSA email address shall maintain current contact information in the GSA Credential and Identity Management System (GCIMS) system.

Contractors shall comply with GSA Order 2100.1 - "IT Security Policy", GSA Order ADM 9732.1C - "Suitability and Personnel Security", and OCHCO/OCIO HSPD-12 Personal Identity Verification and Credentialing Standard Operating Procedures (SOP). Background investigations are required for access to GSA information systems (including contractor operations that design, operate, test, maintain, and/or monitor GSA systems). The applications in scope of this TO are categorized as "Moderate Risk" systems; therefore contractors supporting the project shall be required to undergo a Minimum Background Investigation (MBI). - The contractor shall adhere to all security-related laws, requirements and regulations that bind the Government. The contractor shall have all staff members complete a confidentiality agreement prior to working under this contract. Contractor personnel involved in the management, operation, programming, maintenance, and/or use of information technology shall be aware of these responsibilities and fulfill them. Detailed security responsibilities for the contractor are found in the GSA Orders/Handbooks listed in the TOR.

Contractor personnel working under this TO will not be required to have a security clearance. When Government on-site meetings are required, the Government will provide personnel to ensure approved contractor personnel have access to Government facilities. Selected contractor employees may be required to complete mandatory Security Awareness and Privacy Training (this training is often provided internally by GSA via GSA Online University).

The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of the task order. The contractor shall implement procedures to ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of sensitive Government information, data, and/ or equipment. The Contractor's procedures shall be consistent with Government and GSA policies, including GSA Order 2100.1, Information Technology Security Policy (or most current version), OMB Memorandums & Circulars, FISMA, the Computer Security Act of 1987, and the Privacy Act. In addition, during all activities and operations on Government premises the contractor shall comply with the policies, rules, procedures and regulations governing the conduct of personnel or protection of Government facilities and data as expressed by GSA, written or oral. The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under this task order. The contractor shall also protect all Government data and equipment by treating the information as sensitive. The use of any information that is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

## **H.9 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS**

### **H.9.1 ORGANIZATIONAL CONFLICT OF INTEREST**

If the contractor (and any subcontractors or consultants) has or is currently providing support or anticipates providing support to GSA OCIO, the contractor shall immediately disclose this fact to the Contracting Officer in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest (OCI) Statement in which the contractor (and any subcontractors or consultants) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

### **H.9.2 NON-DISCLOSURE REQUIREMENTS**

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment W) and ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the Task Order:

- a. Are listed on a signed Addendum to Corporate NDA Form (Section J, Attachment W) prior to the commencement of any work on the TO.
- b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.
- c. Are instructed in FAR Part 9 for third party disclosures when acting in an advisory capacity.

All proposed replacement contractor personnel also must be listed on a signed Addendum to Corporate NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

## **H.14 SECTION 508 COMPLIANCE REQUIREMENTS**

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

## **H.16 COST ACCOUNTING SYSTEM**

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS), affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be **deemed** adequate, **by a cognizant Federal Government authority**, during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

## **H.19 EARNED VALUE MANAGEMENT (EVM) SYSTEM**

The contractor shall employ EVM in the management of this TO in accordance with the ANSI/Electronic Industries Alliance (EIA) Standard-748-A-1998, *Earned Value Management Systems*. However, the application of EVM controls and reporting shall be tailored on a per project basis. A copy of the standard is available at <http://global.ihs.com/>. The Government expects the contractor to employ innovation in its proposed application of EVM techniques to this TO in accordance with best industry practices. The following EVM status information shall be included in each MSR:

- a. Planned Value (PV)
- b. Earned Value (EV)
- c. Actual Cost (AC)
- d. A cost curve graph plotting PV, EV, and AC on a monthly basis from inception of the TO through the last report, and plotting the AC curve to the estimated cost at completion (EAC) value.
- e. An EVM variance analysis that includes the following:
  1. Cost Variance = (EV - AC)
  2. Cost Variance % = (CV/PV X 100%)
  3. Cost Performance Index (CPI) = (EV/AC)
  4. Schedule Variance = (EV minus PV)
  5. Schedule Variance % = (SV/PV X 100%)
  6. Schedule Performance Index (SPI) = (EV/PV)
  7. Estimate at Completion (EAC)
  8. ACcum + 1/CPI X (BAC minus EV cum)
  9. ACcum + 1/CPI X SPI X (BAC minus EVcum)
  10. Variance at Completion (VAC) = (BAC minus EAC) for EAC
  11. Variance at Completion % = (VAC/BAC X 100%) for EAC
  12. Estimate to Completion (ETC)
  13. Expected Completion Date
- f. Explain all variances greater than ten percent.
- g. Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved.
- h. Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions.

The Government will conduct an Integrated Baseline Review within 60 calendar days after TOA, or exercise of significant TO options, or incorporation of major TO modifications. The objective



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of the Integrated Baseline Review is for the Government and the contractor to jointly assess areas, such as the contractor's planning, to ensure complete coverage of the TO, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

### **H.23 TRAVEL**

#### **H.23.1 TRAVEL REGULATIONS**

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.
- b. Joint Travel Regulations (JTR), Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

#### **H.23.2 TRAVEL AUTHORIZATION REQUESTS**

Before undertaking travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the (insert either the FTR.

Requests for travel approval shall:

- a. Be prepared in a legible manner.
- b. Include a description of the travel proposed including a statement as to purpose.
- c. Be summarized by traveler.
- d. Identify the TO number.
- e. Identify the CLIN associated with the travel.
- f. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible. Long distance travel is defined as travel over 50 miles from the contractor's location. Local travel will not be reimbursed and all expenses for such will be borne by the offeror. Acceptable long distance travel to Government site(s) under this award will be for meeting purposes only. Long term relocation expenses will not be authorized.

### **H.24 TOOLS AND ODCs**

The Government will require the contractor to purchase hardware, software, and related supplies or services critical and related to the services post-award under this TO. Such requirements will be identified at the time the TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO and without complying with the requirements of Section H.25, Commercial Supplier Agreements.

### **H.25 COMMERCIAL SUPPLIER AGREEMENTS**

H.25.1 The Government understands that commercial software tools and services to include Cloud-based tools and services that may be purchased in furtherance of this TO to support the requirements in section C and as contemplated in the Tools and CLIN in section B.7.3 may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as "clickwrap" or "browsewrap" (collectively, "Supplier Agreements"). The parties acknowledge that the FAR clause at 12.212(a) requires the Government to procure such tools and their associated documentation under such Supplier Agreements to the extent such Supplier Agreements are consistent with Federal law. For products and services also on the contractor's GSA Schedule 70 contract, the Government will accept the product(s)' and/or services' Government-approved GSA Schedule 70 Software Agreement as a Supplier Agreement. The contractor shall submit proof that the Software Agreement was accepted, this acceptance may take the form of an email from the Schedule 70 CO or a CO signed Schedule 70 contract modification showing that the approved Software Agreement was added to the contract.

H.25.2 In order to ensure that the Supplier Agreements are consistent with Federal law, the contractor shall not make any purchase contemplated in section C above without first securing the consent of the licensor of such software tools to amend the Supplier Agreements in accordance with the Amendment clause set forth in section H.25.4 below. The contractor shall submit documentary evidence of such consent with the Consent to Purchase or Request to Initiate Purchase. .

H.25.3 The requirements of this section H.25.3 apply only to those commercial software tools newly purchased under this Task Order; they do not apply to software furnished as GFI/GFE (if any). Further, they apply only to those Supplier Agreements that define the Government as the licensee or are intended to be transferred or assigned to the Government, with the Government becoming the licensee, at the end of this TO.

H.25.4 As used in the Amendment clause, the term "this Agreement" refers to each Supplier Agreement. The relevant definitions and the capitalization of terms (e.g., Licensee, Licensor, Software, Agreement) may be adjusted as necessary to match the nomenclature of the Supplier Agreement.

#### Amendment

For Federal Government Licensees, this Agreement is hereby amended as follows:

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

1. ***Dispute resolution and governing law:*** Any arbitration, mediation or similar dispute resolution provision in this Agreement is hereby deleted. This Agreement shall be governed by and interpreted and enforced in accordance with the laws of the United States of America, and dispute resolution shall take place in a forum, and within the time period, prescribed by applicable federal law. To the extent permitted by federal law and then only to the extent not pre-empted by federal law, the laws of the state specified in this Agreement (excluding its choice of law rules) will apply. No equitable or injunctive relief, and no shifting of legal fees or costs, may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
2. ***Indemnification:*** Any provisions in this Agreement requiring any Federal Government Licensee to indemnify any party are hereby deleted and shall not apply. Any provisions requiring the licensor to indemnify the Federal Government Licensee shall be revised to state that such indemnification, and the conduct and/or settlement of any applicable proceedings, shall be subject to 28 USC 516.
3. ***Changes in templates:*** This Agreement shall apply in the version attached hereto. Subsequent updates to or changes in the licensor's standard commercial templates for such agreements shall not be binding on the Federal Government Licensee, except by prior express written agreement of both parties.
4. ***Fees, taxes and payment:*** If the Software is licensed as part of a separate Government contract between the Federal Government Licensee and a prime contractor, the provisions of such contract regarding fees, taxes and payment shall supersede any provisions of this Agreement regarding same. Notwithstanding the foregoing: (a) express written agreement of the Federal Government Licensee shall be required prior to (i) any extension or renewal of this Agreement or the associated fees or (ii) any change in the fees; (b) late payments shall be governed by the Prompt Payment Act and the regulations at 5 CFR 1315; and (c) no cost of collection on delinquent invoices may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
5. ***Assignment:*** Licensor may not assign this Agreement or its rights or obligations there under, in whole or in part, except in accordance with the procedures set forth in FAR subparts 32.8 and/or 42.12, as applicable.
6. ***No waiver of liability or cause of action:*** Any provision requiring the Federal Government Licensee to agree to waive or otherwise not to pursue any claim against the licensor it may otherwise have is hereby deleted. Without limiting the generality of the foregoing, the parties agree that nothing in this Agreement, including but not limited to the limitation of liability clauses, in any way grants the licensor a waiver from, release of, or limitation of liability pertaining to, any past, current or future violation of federal law and that no clause restricting users' statements shall be read to restrict the Federal Government Licensee's ability to pursue any course of action otherwise permitted by federal law, regulation, or policy, including without limitation making public statements in connection with any suspension or debarment action.

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

7. **Audit:** Any clauses in this Agreement allowing for an audit of the Federal Government Licensee's records or information systems, or verification of its compliance with this Agreement generally, shall be subject to the Federal Government Licensee's requirements pertaining to security matters, including without limitation clearances to be held and non-disclosure agreements to be executed by auditors, badging or escorting requirements for access to premises, and other applicable requirements. Any over-use identified in an audit shall be referred to the prime contractor or the Federal Government Licensee's contracting officer (as applicable) for action. No audit costs may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
8. **Compliance with laws:** The parties acknowledge that the United States, as a sovereign, is subject to the laws of the United States. Nothing in this Agreement shall be interpreted to imply consent by any Federal Government Licensee to submit to the adjudicative or enforcement power of any regulatory, administrative, or judicial authority of, or the application of the laws of, another jurisdiction. Any provision inconsistent with applicable federal law that is not listed above is hereby deemed omitted from this Agreement to the extent of such inconsistency.
9. **Third party terms:** Any third party licensing terms associated with third-party software components or products embedded in or otherwise provided with the Software shall be deemed amended in accordance with sections 1-8 above.

### **H.26 INTELLECTUAL PROPERTY RIGHTS**

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply. The Supplier Agreements referenced in section H.25, amended as contemplated therein, shall be deemed to constitute such disclosure with regard to their associated commercial software tools and shall prevail over any inconsistent provision in FAR 52.227-14 to the extent of such inconsistency.

### **H.27 AWARD FEE**

See the Award Fee Determination Plan in Section J, Attachment S.

#### **H.27.1 ESTABLISHMENT AND DETERMINATION OF AWARD FEE**

The award fee dollar pool will be established on execution of the TO. The Government reserves the right to adjust these amounts to reflect any change in the Estimated Cost. The amount of Award Fee is established at award and cannot exceed \_\_\_\_% (award fee) over the life of the order. (Note: award fee percentage to be added at award.)

The Government AFDO will, at the conclusion of each specified evaluation period, evaluate the contractor's performance for a determination of award fee earned. The determination of the award fee amount and the methodology for determining the award fee are unilateral decisions made solely at the discretion of the Government. The evaluation of contractor performance will be in accordance with the Award Fee Determination Plan (AFDP) (Section H.27.2). The

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

Government will promptly advise the contractor in writing of the determination and reasons why the award fee was not earned. The contractor may submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for the determination of the fee will be the evaluation by the Government, any self-evaluation which is received within ten workdays after the end of the period being evaluated may be given consideration as deemed appropriate by the Award Fee Evaluation Board (AFEB). Any cost associated with the development and presentation of a self-evaluation will not be allowed as a direct cost to this TO.

### **H.27.2 AWARD FEE DETERMINATION PLAN (AFDP)**

An AFDP will be established by the Government, in consultation with the contractor, based on the objectives and concerns provided in the TO request and the contractor-provided solutions. The AFDP will include the criteria used to evaluate each area and the percentage of award fee available for each area. The initial plan will be finalized NLT 15 workdays after award date. A separate Quality Assurance Surveillance Plan (QASP) will not be provided for this order as the AFDP will serve the purpose of the QASP.

The AFDP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor 15 workdays prior to the start of the evaluation period to which the change will apply. The AFDP may be re-evaluated each evaluation period with input from the contractor.

The Government may, at its option, unilaterally revise the plan to include metrics gathered from the re-evaluation to be applied in future award fee periods.

### **H.27.3 DISTRIBUTION OF AWARD FEE**

The Award Fee will be distributed in accordance with the AFDO determination and the AFDP (Section J, Attachment S).

### **H.28 APPLICATION ASSIGNMENT**

The Government shall utilize Application Assignment Letters (Section J, Attachment A) to assign applications to the contractor. This includes adding applications to and removing applications from the contractor, and is at the sole discretion of the Government. Application Assignment Letters shall be issued by the FEDSIM CO.

**H.28.1** Technical direction to perform effort under the TO may be given by means of Application Assignment Letters (AALs) that will be issued in numerical sequence. AALs will be issued with task order modifications to describe or clarify specific efforts to be performed within each task area of the awarded TO. An AAL may be used to:

- a. Specify or clarify tasks to be accomplished under the TO.
- b. Adjust performance or tasks on certain applications under the TO, specifically with regards to optional CLINs, X005, X006, and X008 when exercised.
- c. Move applications for performance between the CAMEO SB TO and the CAMEO LB TO, specifically with regards to optional CLINs X005, X006, and X008 when exercised.
- d. Specify or clarify deliverables within those specified in TO.
- e. Provide other direction as required to successfully achieve the objectives of the TO within the parameters established by the scope of work.

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

**H.28.2** AALs may be issued during the course of task order performance to provide technical direction that may more closely reflect new information or changed priorities within the TO SOW.

**H.28.3** An AAL shall not, in any event, expand or otherwise modify the scope or terms of the TO awarded pursuant to this TOR. If the contractor believes that a AAL has been issued that will expand or otherwise modify the scope or terms of the task order, then the contractor shall promptly notify the contracting officer in writing within 5 business days after receipt of the AAL.

**H.28.4** An AAL shall be issued by the CO as an attachment to task order modifications and transmitted to the contractor.

**H.28.5** An AAL may be modified, cancelled, or superseded anytime by issuance of a new AAL.

**H.28.6** The AAL shall identify the applicable task area and CLIN(s) (if applicable) under which the effort is to be performed for purposes of identifying the price of that individual effort. It is the Government's intent that the total cost associated with AALs does not exceed the established cost ceilings for the respective CLINs.

**H.28.7** AALs are not intended to replace informal direct communication or day to day communications between the contractor, the contractor's team members/subcontractors, and Government personnel.

### **H.29 CORE HOURS**

For the purposes of this TO, core hours are defined as 8:00AM to 8:00PM Eastern Time (ET).

## SECTION I – CONTRACT CLAUSES

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Small Business Contract.

### **I.2 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. The full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

<b>Clause No</b>	<b>Clause Title</b>	<b>Date</b>
52.202-1	Definitions	(Jan 2012)
52.203-5	Covenant Against Contingent Fees	(Apr 1984)
52.203-6	Restrictions on Subcontractors Sales to the Government	(Sept 2006)
52.203-7	Anti-Kickback Procedures	(Oct 2010)
52.203-8	Cancellation, Recession, and Recovery of Recovery of Funds for Illegal or Improper Activity	(Jan 1997)
52.203-10	Price of Fee Adjustment For Illegal or Improper Activity	(Jan 1997)
52.203-12	Limitation on Payments to Influence Certain Federal Transactions	(Oct 2010)
52.203-13	Contractor Code of Business Ethics and Conduct	(Apr 2010)
52.203-14	Display of Hotline Posters: (3) link will be provided at time of award.	(Dec 2007)
52.204-2	Security Requirements	(Aug 1996)
52.204-4	Printed or Copied Double-Sided on Postconsumer Fiber Content Paper	(May 2011)
52.204-7	Central Contractor Registration	(Feb 2012)
52.204-9	Personal Identity Verification of Contractor Personnel	(Jan 2011)
52.204-10	Reporting Executive Compensation and First-Tier Subcontract Awards	(Aug 2012)
52.209-6	Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment	(Dec 2010)
52.215-2	Audit and Records – Negotiation	(Oct 2010)
52.215-10	Price Reduction for Defective Certified Cost or Pricing Data	(Aug 2011)
52.215-11	Price Reduction for Defective Certified Cost or Pricing Data—Modifications	(Aug 2011)
52.215-12	Subcontractor Certified Cost or Pricing Data	(Oct 2010)
52.215-13	Subcontractor Certified Cost or Pricing Data—Modifications	(Oct 2010)
52.215-15	Pension Adjustments and Asset Reversions	(Oct 2010)
52.215-16	Facilities Capital Cost of Money	(Jun 2003)
52.215-17	Wavier of Facilities Capital Cost of Money	(Oct 1997)
52.215-18	Reversion of Adjustment of Plans for Postretirement Benefits (PRB) other Pensions	(Jul 2005)

## SECTION I – CONTRACT CLAUSES

<b>Clause No</b>	<b>Clause Title</b>	<b>Date</b>
52.215-21	Requirements for Cost or Pricing Data or Information Other than Cost or Pricing Data – Modifications	(Oct 2010)
52.215-21	Requirements for Cost or Pricing Data or Information Other than Cost or Pricing Data – Modifications (Alternate I)	(Oct 2010)
52.216-7	Allowable Cost and Payment: a(3): 30 <sup>th</sup>	(Jun 2011)
52.217-8	Option to Extend Services Fill-In Date: no later than 60 days of contract expiration	(Nov 1999)
52.217-9	Option to Extend the Term of the Contract Fill-In Date: (a) 30 days Fill-In Date: (b) 60 days Fill-In Date: (c) 5 years and 6 months	(Mar 2000)
52.219-13	Notice of Set-Aside of Orders	(Nov 2011)
52.219-14	LIMITATIONS ON SUBCONTRACTING	NOV 2011
52.222-2	Payment for Overtime Premiums: (a) Time and one half for non-salaried employees.	(Jul 1990)
52.222-3	Convict Labor	(Jun 2003)
52.222-21	Prohibition of Segregated Facilities	(Feb 1999)
52.222-26	Equal Opportunity	(Mar 2007)
52.222-35	Equal Opportunity for Veterans	(Sep 2010)
52.222-36	Affirmative Action for Workers with Disabilities	(Oct 2010)
52.222-37	Employment Reports Veterans	(Sep 2010)
52.222-50	Combating Trafficking in Persons	(Feb 2009)
52.222-54	Employment Eligibility Verification	(Jul 2012)
52.223-3	Hazardous Material Identification and Material and Material Safety Data: (b) None	(Jan 1997)
52.223-3	Hazardous Material Identification and Material and Material Safety Data: (b) None (Alternate I)	(Jul 1995)
52.223-5	Pollution Prevention and Right-to-Know Information	(May 2011)
52.223-5	Pollution Prevention and Right-to-Know Information (Alternate I)	(May 2011)
52.223-5	Pollution Prevention and Right-to-Know Information (Alternate II)	(May 2011)
52.223-5	Pollution Prevention and Right-to-Know Information (Alternate III)	(May 2011)
52.223-6	Drug-Free Workplace	(May 2001)
52.223-10	Waste Reduction Program	(May 2011)
52.223-12	Refrigeration Equipment and Air Conditioners	(May 1995)
52.223-15	Energy Efficiency in Energy-Consuming Products	(Dec 2007)
52.223-16	IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products	(Sep 2007)
52.223-16	IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (Alternate I)	(Dec 2007)
52.224-1	Privacy Act Notification	(Apr 1984)



## SECTION I – CONTRACT CLAUSES

<b>Clause No</b>	<b>Clause Title</b>	<b>Date</b>
52.224-2	Privacy Act	(Apr 1984)
52.225-5	Trade Agreements	(Nov 2012)
52.225-8	Duty Free Entry	(Oct 2010)
52.225-13	Restrictions on Certain Foreign Purchases	(Jun 2008)
52.227-14	Rights in Data – General	(Dec 2007)
52.227-14	Rights in Data – General (Alternate II)	(Dec 2007)
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	(Dec 2007)
52.227-16	Additional Data Requirements	(June 1987)
52.227-21	Technical Data Declaration Revision and Withholding of Payment – Major Systems	(Dec 2007)
52.232-9	Limitation on Withholding of Payments	(Apr 1984)
52.232-20	Limitation of Cost	(Apr 1984)
52.232-22	Limitation of Funds	(Apr 1984)
52.232-23	Assignment of Claims	(Jan 1986)
52.232-23	Assignment of Claims (Alternate I)	(Apr 1984)
52.232-33	Payment By Electronic Funds Transfer – Central Contractor Registration	(Oct 2003)
52.232-99	Providing Accelerated Payment to Small Business Subcontractors (Deviation)	(Aug 2012)
52.233-1	Disputes	(Jul 2002)
52.233-1	Disputes (Alternate I)	(Dec 1991)
52.233-3	Protest After Award	(Aug 1996)
52.233-3	Protest After Award (Alternate I)	(Jun 1985)
52.233-4	Applicable Law For Breach of Contract Claim	(Oct 2004)
52.237-2	Protection of Government Buildings, Equipment, and Vegetation	(Apr 1984)
52.237-3	Continuity of Services	(Jan 1991)
52.237-10	Identification of Uncompensated Overtime	(Oct 1997)
52.239-1	Privacy or Security Safeguards	(Aug 1996)
52.242-1	Notice of Intent to Disallow Costs	(Apr 1984)
52.242-3	Penalties for Unallowable Costs	(May 2001)
52.242-4	Certification of Final Indirect Costs	(Jan 1997)
52.242-13	Bankruptcy	(Jul 1995)
52.243-1	Changes – Fixed-Price (Alternate I)	AUG 1987
52.243-2	Changes – Cost Reimbursement	(Aug 1987)
52.243-2	Changes – Cost Reimbursement (Alternate II)	(Apr 1984)
52.243-7	Notification of Changes: (b) 15 days	(Apr 1984)
52.244-5	Competition in Subcontracting	(Dec 1996)
52.244-6	Subcontracts for Commercial Items	(Dec 2010)
52.245-1	Government Property	(Apr 2012)
52.245-9	Use and Charges	(Apr 2012)
52.246-4	Inspection of Services- Fixed-Price	(Aug 1996)

## SECTION I – CONTRACT CLAUSES

Clause No	Clause Title	Date
52.246-5	Inspection of Services- Cost-Reimbursement	(Apr 1984)
52.246-23	LIMITATION OF LIABILITY	(Feb 1997)
52.246-25	Limitation of Liability – Services	(Feb 1997)
52.247-14	Contractor Responsibility for Receipt of Shipment	(Apr 1984)
52.247-67	Submission of Transportation Documents for Audit: (c ) COR – See Section G	(Feb 2006)
52.249-6	Termination (COST-REIMBURSEMENT)	(May 2004)
52.249-14	Excusable Delays	(Apr 1984)
52.251-1	Government Supply Sources	(Aug 2012)
52.251-2	Interagency Fleet Management System Vehicles and Related Services	(Jan 1991)
52.253-1	Computer Generated Forms	(Jan 1991)

### **I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM) CLAUSES INCORPORATED BY REFERENCE**

The full text of a provision may be accessed electronically at:

GSAM website: <https://www.acquisition.gov/gsam/gsam.html>

Clause No.	Clause Title	Date
552.232.25	Prompt Payment	(Nov 2009)
552.239-71	Security Requirements for Unclassified Information Technology Resources (GSA Orders only)	(Jan 2012)
552.215-70	Examination of Records by GSA	(Feb 1996)

## SECTION J - ATTACHMENTS

### **J.1 LIST OF ATTACHMENTS**

<b>Attachment</b>	<b>Title</b>
A	Application Assignment Letter – Draft (electronically attached .docx)
B	COR Appointment Letter
C	Application Environment (electronically attached)
D	Full CAMEO Systems Inventory (electronically attached)
E	Systems Inventory (electronically attached)
F	Project Classification Schema (electronically attached)
G	Testing Handbook (electronically attached)
H	Service Development Lifecycle (SDLC) (electronically attached)
I	Government-Furnished Property (GFP) (electronically attached)
J	Acronym List
K	CIO IT Security 06-30 – Revision 7 (electronically attached)
L	CIO IT Security 09-48 – Revision 1 (electronically attached)
M	CAMEO FISMA Representation (electronically attached)
N	Communications Diagram for eOffer, SWS, and ORS (electronically attached)
O	Hosting Details for ORS, SWS, eOffer, CityPairs, ColdFusion Applications (electronically attached)
P	Help Desk Process Diagram and Average Ticket Volumes (electronically attached)
Q	SST CA Division Systems Overview (electronically attached)
R	CA Division Description (electronically attached)
S	Award Fee Determination Plan (electronically attached)
T	Travel Authorization Template (electronically attached .xls)
U	Consent to Purchase Template (electronically attached .xls)
V	Request to Initiate Purchase Template (electronically attached .xls)
W	Corporate Non-Disclosure Agreement (electronically attached)
X	Service Level Agreements (electronically attached)
Y	Monthly Status Report (Provided after TOA)
Z	Problem Notification Report (electronically attached)
AA	Deliverable Acceptance-Rejection Report (electronically attached)
BB	Negotiated Ceiling Rates (Provided after TOA)
CC	Project Staffing Plan Template (To be removed at TOA)
DD	Key Personnel Qualification Matrix (To be removed at TOA)
EE	Direct Labor/Cost Workbook (To be removed at TOA)
FF	Offeror Q&A Template (To be removed at TOA)
GG	Corporate Experience Description Format (To be removed at TOA)
HH	GSA FAS Standard Operating Procedures for Static Code Scanning (electronically attached)
II	CIO IT Security Policy P 2100-1-H (electronically attached)

## SECTION J - ATTACHMENTS

### **ATTACHMENT B** **COR LETTER OF APPOINTMENT**

**MEMORANDUM FOR (Insert Name of COR), FEDSIM PM**

**Subject: Appointment as Contracting Officer's Representative**

You are hereby appointed as the Contracting Officer's Representative (COR). This appointment is from the award date through the life of the Contract, to include close out, unless rescinded or transferred. As the COR, your primary duty is to monitor the Contractor's performance to ensure that all of the technical requirements under the contract are met by the delivery date or within the period of performance, and at the price or within the ceiling stipulated in the contract.

In the performance of the duties delegated to you in this letter, you are cautioned that you could be held personally liable for actions taken or directions given by you to the Contractor that are beyond the authorities given to you in this letter. The duties or authorities in this letter are not re-delegable; therefore, you must advise the Contracting Officer or the Contract Specialist immediately when you are unable to perform these duties.

Your duties and limitations, as applicable to the contract you will be monitoring, are as follows:

#### **MONITORING AND EVALUATING PERFORMANCE**

Ensure that the Contractor complies with all of the requirements of the statement of work, specifications, or performance work statement. When requested by the Contractor, provide technical assistance within the scope of the contract (e.g., interpreting specifications, statement of work, performance work statement, etc.). When a difference of opinion between you and the Contractor occurs, notify the Contracting Officer and/or the Contract Specialist immediately for resolution.

If the contract requires Key Personnel, the COR shall ensure that the personnel being used by the Contractor meet the requirements of the position. Review and approve travel and other direct cost (ODC) prior to the Contractor incurring those expenses. Any decrease in or lack of performance shall be brought to the attention of the Contracting Officer and/or Contract Specialist.

If applicable and in accordance with FAR 42.302, the COR shall monitor contractor compliance with specifications or other contractual requirements requiring the delivery or use of environmentally preferable products, energy-efficient products, products containing recovered materials, and bio-based products.

In accordance in Federal Acquisition Circular (FAC) 2005-34 and OMB Memorandum "Improving the Use of Contractor Performance Information" on July 29, 2009, CORs are responsible for entering past performance into the Past Performance Information Retrieval System (PPIRS) annually.

## SECTION J - ATTACHMENTS

### **MONITORING COSTS**

Review and evaluate the Contractor's progress in relation to the expenditures. When the costs expended by the Contractor are not commensurate with the Contractor's progress, request a meeting with the Contractor and client in an attempt to resolve. If a resolution cannot be found, bring this to the attention of the Contracting Officer and/or Contract Specialist for immediate action.

Review and approve invoices using the rates and other fees established in the contract. Review the Contractor's invoices/vouchers for reasonableness and applicability to the contract and recommend approval or rejection for payment.

### **CHANGES TO THE CONTRACT**

You cannot authorize the Contractor to stop work, and you are not authorized to delete, change, waive, or negotiate any of the technical requirements or other terms and conditions of the contract. Should a change (monetary or otherwise) to the contract become necessary, it must be made by a contract modification issued by the Contracting Officer. When in doubt, contact the Contracting Officer and/or Contract Specialist.

Any contract change requested by the Contractor must be put in writing by the Contractor to the Contracting Officer for action. If, however, you become aware of an impending change, you should immediately advise the Contracting Officer or Contract Specialist. When the proposed change is received by the Contracting Officer, you will be required to provide the Contracting Officer with a written analysis and rationale for the change and to evaluate any costs associated with the change.

You must also recognize and report to the Contracting Officer any Government-required changes to the contract (e.g., items or work no longer required, changes in the specifications, etc.).

### **INSPECTION OF CONTRACT ITEMS**

Perform, in accordance with the terms of the contract, inspection, acceptance, or rejection of the services or deliverables under the contract. The COR must prepare, in writing, a written acceptance or rejection, provide it to the Contractor, and store a copy on the FEDSIM common drive. Immediately notify the Contracting Officer of all rejections and the reason for the action.

Review progress reports from the Contractor and advise the Contracting Officer of any Contractor problems or action required to be taken by the Government.

### **STANDARDS OF CONDUCT AND CONFLICT OF INTEREST**

To avoid improper business practices and personal conflicts of interest and to deal with their apparent or actual occurrences, the COR shall sign any applicable non-disclosure forms. The COR shall also immediately report any potential conflict of interest to their supervisor.

## SECTION J - ATTACHMENTS

### **CONTRACT FILE CONTENT AND MAINTENANCE**

Establish and maintain an organized contract administration file to record all Contractor and Government actions pertaining to the contract. The file must also include a copy of the COR Letter of Appointment and other documents describing the COR duties; a copy of the contract administration functions delegated to the contract administration office, which may not be delegated to the COR; and documentation of COR actions taken in accordance with the delegation of authority. The files should be organized and saved on the FEDSIM common drive.

### **CONTRACT CLOSEOUT**

Within 30 days after the Contractor has met all terms and conditions of the contract, you must evaluate the Contractor's performance using the information contained in General Services Administration Regulation (GSAR) 542.1503-71 (sample format attached).

Please acknowledge receipt and acceptance of this appointment by signing below. Please direct any questions you may have on this delegation to the Contracting Officer or Contract Specialist.

I understand and accept my assignment as the Contracting Officer's Representative (COR)

X\_\_\_\_\_

## SECTION J – LIST OF ATTACHMENTS

Note: This checklist follows the standard format of GSAM 542.1542.15 and content requirements of GSAM 542.15. The checklist may be tailored for the specific contract type. Any “NO” responses noted below shall be accompanied with a statement explaining the observation(s). For each observation(s) provide a recommendation to correct the non-compliance. Observations identify areas of non-compliance and do require response (and action plans, if applicable). Positive observations may be general or specific and may be suitable for replication across the agency as good practices.

### Contractor Performance Information

Timeliness of delivery or performance	Yes	No	NA
(1) Adherence to contract delivery schedules.			
(2) Resolution of delays.			
(3) Number of “show cause” letters and “cure notices” issued.			
(4) Number of delinquent deliveries.			
(5) Number of contract extensions resulting from contractor-caused delays.			
(6) Timely submission or performance or required tests.			
(7) Other.			
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Conformance of product or service to contract requirements	Yes	No	NA
(1) Quality of workmanship.			
(2) Reliability.			
(3) Adequacy of correction of defects.			
(4) Number of safety defects.			
(5) Number of product rejections.			
(6) Results of laboratory tests.			
(7) Number and extent of warranty problems.			
(8) Other.			
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

## SECTION J – LIST OF ATTACHMENTS

Customer comments	Num	Qty	NA
(1) Number and quality of positive comments.			
(2) Number and nature of complaints.			
(3) Adequacy of resolving customer complaints.			
(4) Other.			
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Terminations for default	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

On-the-job safety performance record, including the number of lost or restricted workdays due to occupational injuries in comparison to the national average	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Adequacy of contractor's quality assurance system	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Compliance with other key contract provisions	Yes	No	NA
(1) Subcontracting program			
(2) Labor standards			
(3) Safety standards.			
(4) Reporting requirements			
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Exhibiting customer-oriented behavior	Yes	No	NA



SECTION J – LIST OF ATTACHMENTS

Observations (specify item #):

Recommendations:

Other performance elements identified	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

## SECTION J – LIST OF ATTACHMENTS

### ATTACHMENT J – LIST OF ACRONYMS

Acronym	Definition
AC	Actual Cost
AAL	Application Assignment Letter
AFDO	Award Fee Determining Official
AFDP	Award Fee Determination Plan
AFEB	Award Fee Evaluation Board
ANSI	American National Standards Institute
CAF	Contract Access Fee
CFR	Code of Federal Regulations
CLIN	Contract Line Item Number
CO	Contracting Officer
COR	Contracting Officer's Representative
CPAF	Cost-Plus-Award-Fee
CPFF	Cost-Plus-Fixed-Fee
CPARS	Contractor Performance Assessment Reporting System
CPI	Cost Performance Index
CTP	Consent to Purchase
DD	Department of Defense
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
DSSR	Department of State Standardized Regulations
EAC	Estimated Cost at Completion
EIA	Electronic Industries Alliance
EIT	Electronic and Information Technology
EST	Eastern Standard Time
ETC	Estimate to Completion
EV	Earned Value
EVM	Earned Value Management
FAR	Federal Acquisition Regulation
FEDSIM	Federal Systems Integration Management Center
FFP	Firm-Fixed-Price
FOIA	Freedom of Information Act
FSC	Federal Service Code
FSS	Federal Supply Schedule
FTE	Full Time Equivalent
FTR	Federal Travel Regulation
GFI	Government-Furnished Information
GFP	Government-Furnished Property
GSA	General Services Administration
GSAM	General Services Administration Acquisition Manual
GWAC	Government Wide Agency Contract
IA	Interagency Agreement
IT	Information Technology

## SECTION J – LIST OF ATTACHMENTS

<b>Acronym</b>	<b>Definition</b>
JTR	Joint Travel Regulation
MS	Microsoft
MSR	Monthly Status Report
NLT	No Later Than
NSP	Not Separately Priced
NTE	Not-to-Exceed
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
POC	Point of Contact
PPIRS	Past Performance Information Retrieval System
PM	Program Manager
PMP	Project Management Plan
PNR	Problem Notification Report
PS	Project Start
PV	Planned Value
Q&A	Question and Answer
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
RIP	Request to Initiate Purchase
SF	Standard Form
SLA	Service Level Agreements
SOP	Standard Operating Procedures
SOW	Statement of Work
TBD	To Be Determined
TO	Task Order
TEB	Technical Evaluation Board
TOA	Task Order Award
TOR	Task Order Request
TOS	Tracking and Ordering System
TPOC	Technical Point of Contact
U.S.	United States
U.S.C.	United States Code
UIC	Unit Identification Code
VAC	Variance at Completion
WBS	Work Breakdown Structure
XML	Extensible Markup Language

**FAR PART 52.219-1 SMALL BUSINESS PROGRAM REPRESENTATIONS (APR 2012)**

(a)

(1) The North American Industry Classification System (NAICS) code for this acquisition is 541512.

(2) The small business size standard is \$25.0 million.

(3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(b) *Representations.*

(1) The offeror represents as part of its offer that it ☐ is, ☐ is not a small business concern.

(2) *[Complete only if the offeror represented itself as a small business concern in paragraph (b)(1) of this provision.]* The offeror represents, for general statistical purposes, that it ☐ is, ☐ is not, a small disadvantaged business concern as defined in 13 CFR 124.1002.

(3) *[Complete only if the offeror represented itself as a small business concern in paragraph (b)(1) of this provision.]* The offeror represents as part of its offer that it ☐ is, ☐ is not a women-owned small business concern.

(4) Women-owned small business (WOSB) concern eligible under the WOSB Program. *[Complete only if the offeror represented itself as a women-owned small business concern in paragraph (b)(3) of this provision.]* The offeror represents as part of its offer that—

(i) It ☐ is, ☐ is not a WOSB concern eligible under the WOSB Program, has provided all the required documents to the WOSB Repository, and no change in circumstances or adverse decisions have been issued that affects its eligibility; and

(ii) It ☐ is, ☐ is not a joint venture that complies with the requirements of 13 CFR part 127, and the representation in paragraph (b)(4)(i) of this provision is accurate for each WOSB concern eligible under the WOSB Program participating in the joint venture. *[The offeror shall enter the name or names of the WOSB concern eligible under the WOSB Program and other small businesses that are participating in the joint venture: \_\_\_\_\_.]* Each WOSB concern eligible under the WOSB Program participating in the joint venture shall submit a separate signed copy of the WOSB representation.

SECTION K – REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF  
OFFERORS OR RESPONDENTS

(5) Economically disadvantaged women-owned small business (EDWOSB) concern.  
[Complete only if the offeror represented itself as a women-owned small business concern eligible under the WOSB Program in (b)(4) of this provision.] The offeror represents as part of its offer that--

(i) It ☐ is, ☐ is not an EDWOSB concern eligible under the WOSB Program, has provided all the required documents to the WOSB Repository, and no change in circumstances or adverse decisions have been issued that affects its eligibility; and

(ii) It ☐ is, ☐ is not a joint venture that complies with the requirements of 13 CFR part 127, and the representation in paragraph (b)(5)(i) of this provision is accurate for each EDWOSB concern participating in the joint venture. [The offeror shall enter the name or names of the EDWOSB concern and other small businesses that are participating in the joint venture: \_\_\_\_\_.] Each EDWOSB concern participating in the joint venture shall submit a separate signed copy of the EDWOSB representation.

(6) [Complete only if the offeror represented itself as a small business concern in paragraph (b)(1) of this provision.] The offeror represents as part of its offer that it ☐ is, ☐ is not a veteran-owned small business concern.

(7) [Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (b)(6) of this provision.] The offeror represents as part of its offer that it ☐ is, ☐ is not a service-disabled veteran-owned small business concern.

(8) [Complete only if the offeror represented itself as a small business concern in paragraph (b)(1) of this provision.] The offeror represents, as part of its offer, that –

(i) It ☐ is, ☐ is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material changes in ownership and control, principal office, or HUBZone employee percentage have occurred since it was certified in accordance with 13 CFR part 126; and

(ii) It ☐ is, ☐ is not a HUBZone joint venture that complies with the requirements of 13 CFR part 126, and the representation in paragraph (b)(8)(i) of this provision is accurate for each HUBZone small business concern participating in the HUBZone joint venture. [The offeror shall enter the names of each of the HUBZone small business concerns participating in the HUBZone joint venture: \_\_\_\_\_.] Each HUBZone small business concern participating in the HUBZone joint venture shall submit a separate signed copy of the HUBZone representation.

(c) *Definitions.* As used in this provision--

SECTION K – REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF  
OFFERORS OR RESPONDENTS

“Economically disadvantaged women-owned small business (EDWOSB) concern” means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States and who are economically disadvantaged in accordance with 13 CFR part 127. It automatically qualifies as a women-owned small business concern eligible under the WOSB Program.

“Service-disabled veteran-owned small business concern”—

(1) Means a small business concern—

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

“Small business concern,” means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and the size standard in paragraph (a) of this provision.

“Veteran-owned small business concern” means a small business concern—

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

“Women-owned small business concern,” means a small business concern --

(1) That is at least 51 percent owned by one or more women; or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

SECTION K – REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF  
OFFERORS OR RESPONDENTS

“Women-owned small business (WOSB) concern eligible under the WOSB Program (in accordance with 13 CFR part 127),” means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States.

(d) *Notice.*

(1) If this solicitation is for supplies and has been set aside, in whole or in part, for small business concerns, then the clause in this solicitation providing notice of the set-aside contains restrictions on the source of the end items to be furnished.

(2) Under 15 U.S.C. 645(d), any person who misrepresents a firm’s status as a business concern that is small, HUBZone small, small disadvantaged, service-disabled veteran-owned small, economically disadvantaged women-owned small, or women-owned small eligible under the WOSB Program in order to obtain a contract to be awarded under the preference programs established pursuant to section 8, 9, 15, 31, and 36 of the Small Business Act or any other provision of Federal law that specifically references section 8(d) for a definition of program eligibility, shall --

(i) Be punished by imposition of fine, imprisonment, or both;

(ii) Be subject to administrative remedies, including suspension and debarment;  
and

(iii) Be ineligible for participation in programs conducted under the authority of the Act.

(End of Provision)

**L.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. The solicitation provisions and/or contract clauses are available in either HTML or PDF format at:

<https://www.acquisition.gov/far>

Clause No	Clause Title	Date
52.215-1	Instructions to Offerors-Competitive Acquisition	(JAN 2004)
52.215-20	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data (Alternate IV)	(OCT 2010)
52.232-38	Submission of Electronic Funds Transfer Information with Offer	(MAY 1999)

**L.2 GENERAL INSTRUCTIONS**

- a. Offerors shall furnish the information required by this solicitation. A Standard Form (SF) 33, "Solicitation, Offer, and Award," completed and signed by the offeror, Block 17 constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the SF 33 must be executed by a representative of the offeror authorized to commit the offeror to contractual obligations.
- b. Offerors are expected to examine this entire solicitation document including the Contract. Failure to do so will be at the offeror's own risk.
- c. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.
- d. Offerors submitting restrictive data will mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors-Competitive Acquisition, which is incorporated by reference. Clause 52.215-1 states: "Offerors who include in their proposals data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall –

Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a TO is awarded to this offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the proposal as part of the award, the Government shall



have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)"; and

Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

- e. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).
- f. The authorized negotiator or the signatory of the SF 33 will be notified of the date and time of the question and answer session. Offerors shall provide the name of the individual, the position title, telephone number, fax number, and electronic mail address of that individual.
- g. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

### **L.3 SUBMISSION OF QUESTIONS**

Offerors are requested to submit their questions grouped by solicitation Section and make reference to the particular Section/Subsection number using the template provided in Section J, Attachment FF. Questions must be received before the date specified in the cover letter for receipt of questions. **Questions or requests for extension submitted after the cut-off date will not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

### **L.4 AVAILABILITY OF TOOLS**

All commercial hardware and software and cloud based tools and services proposed in response to this solicitation shall be commercially available products.

### **L.5 GENERAL INFORMATION**

The estimated total of CPAF CLINs X003 and X004 of this TO is between **\$46 million and \$51 million. This estimate DOES NOT include any other CLINs.**

Proposals will be valid for a period of 120 calendar days from the date of delivery of Volume III proposal submission.

For proposal submission and evaluation purposes, Section J, Attachment A includes the applications initially anticipated to be supported under the TO awarded pursuant to this TOR.

### **L.5.1 CONTRACTOR SUPPORT DURING TECHNICAL EVALUATION**

The Government expects to have contractor support during the cost/price evaluation from E3 Federal Solutions, LLC in ministerial functions. E3 Federal Solutions, LLC will not propose to perform any work related to CAMEO. The offeror may sign a non-disclosure agreement with E3 Federal Solutions, LLC that addresses the written and video technical proposals (see GSAM 503.104-4). If a non-disclosure agreement is signed, the non-disclosure agreement shall be submitted with the Cost/Price Volume I, Part IB.

E3 Federal Solutions, LLC Point of Contact:

Will Fortier  
202.321.7011  
[wfortier@e3federal.com](mailto:wfortier@e3federal.com)

### **L.6 SUBMISSION OF OFFERS**

Each offer shall be provided to the Government in three Volumes. Volume I has two parts; Part IA, and Part IB. Unless otherwise specified, any references to Volume I is defined as both Parts IA and IB. **The offeror shall submit each Volume on the due dates indicated on the Cover Letter.**

All electronic files shall be in Microsoft Word or Excel formats. Pages must maintain 1” margins, 12 point Times New Roman font, single spaced and single sided. Unless otherwise specified, pages must be 8.5X11. Charts/Graphics imbedded in proposal will count toward page limitations. Charts/Graphics text must maintain a font minimum of 9 point, including in the Volume III slides, and 11X17 foldouts may be used when providing tables and charts. 11X17 foldouts will be counted as two pages where page limitations apply. Headers may be of a larger font. Items such as a Title Page, Table of Contents, Cover Letter, List of Figures, and Acronym Lists are excluded from the page counts below, unless they are inclusive of a document. (e.g., a Table of Contents within the Draft Transition-In Plan); in which case it would count toward the stated page limitations. PDF files will be allowed for executed documents such as Letters of Commitment.

For the Video Technical Proposal Video Presentation slides only, the slides shall not contain any fonts smaller than a proportionally spaced font (such as Times New Roman) of at least 12 point.

**Any pages submitted beyond the page limitations will be removed and not evaluated.**

#### **L.6.1 VOLUME I, PART IA**

Volume I, Part IA contains preliminary written Cost/Price proposal information. This volume shall contain:

- a. Organizational Conflict of Interest Statement (TAB AA)
- b. Contract Registration (TAB AB)
- c. Current Forward Pricing Agreements (TAB AC)
- d. Management Systems (TAB AD)
- e. Small Business Program Representations (See Section K) (TAB AE)

The preliminary written Cost/Price proposal information shall contain the information specified in Section L.7.

#### **L.6.2 VOLUME I, PROPOSAL PART IB**

Volume I, Part IB is the remainder of the written Cost/Price proposal and shall contain the following:

- a. Solicitation, Offer and Award (SF33) (TAB BA)
- b. Section B – Supplies or Services and Prices/Costs (TAB BB)
- c. Cost/Price Supporting Documentation (TAB BC)
- d. Subcontractor Supporting Documentation (TAB BD)
- e. Cost/Pricing Assumptions (TAB BE)
- f. Corporate Non-Disclosure Agreements (TAB BF)

The written Cost/Price proposal information shall contain the information specified in Section L.7.

#### **L.6.3 VOLUME II**

Volume II is the written Technical Proposal and shall contain the following, page limitations are as indicated beside each item below:

- a. Project Staffing Plan Table (TAB A)(no page limit).
- b. Key Personnel Qualification Matrix, including Letters of Commitment, and a copy of the current PMP® or PgMP® certificate (TAB B)(limited to seven pages for each Key Person, including those proposed by the offeror; the PMP® or PgMP® certificate counts as one of those seven pages; the Letter of Commitment counts as one of those seven pages).
- c. Corporate Experience (TAB C)(limited to five pages per experience reference).
- d. Draft Transition-In Plan (TAB D) (limited to 20 pages).
- e. A Statement of Compliance with Section 508 Standards (TAB E)(limited to one page).
- f. A Statement of Compliance with Section H.25 and H.26 of the TOR (TAB F)(limited to one page).
- g. Technical Assumptions (TAB G)(if any, no page limit).
- h. Copy of Video Technical Proposal Presentation Slides (TAB H)(no page limit).

The written Technical Volume shall contain the information specified in Section L.8.

#### **L.6.4 VOLUME III**

Volume III is the Video technical proposal presentation and shall contain the following:

- a. Transformation Management Approach
- b. Technical Approach
- c. Key Personnel and Project Staffing Approach

**The Video Technical Presentation slides, which shall be separately bound, are due with Volume I Part IB and Volume II of the written proposal.** If the slides are not submitted by the proposal due date specified in the Cover Letter, they will not be evaluated.

The Video Technical Proposal Presentation shall contain the information specified in Section L.9.

#### **L.6.5 PASS/FAIL PROPOSAL CRITERIA**

For the purpose of evaluating the Pass/Fail criteria as set forth in Section M.6, the contractor shall provide the following:

1. The proposed Program Manager shall provide a copy of their Project management Institute PMP® or PgMP® certificate, demonstrating that they are currently certified, at time of proposal Volume II submission. **(Section H.2)**
2. The offeror shall provide a Letter of Commitment, signed by each proposed Key Person at the proposal Volume II submission due date. **(Section L.8.2)**
3. The offeror shall provide a 508 compliance statement at the proposal Volume II submission due date. **(Section L.8.5)**
4. Each proposed Key Person shall be named at the time of proposal Volume II submission. The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal Volume II submission due date. A proposal that states, “To Be Determined” (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government. **(Section L.8.1 and L.8.2)**
5. The offeror shall provide a statement of Compliance with the terms of Section H.25 and H.26 of the TOR at the proposal Volume II submission due date. **(Section L.8.6)**
6. The offeror shall provide Small Business Program Representations as per Section K. **(Section L.6.1)**

#### **L.7 VOLUME I - SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PARTS IA AND IB)**

Audits may be performed by Defense Contract Audit Agency (DCAA) on the offeror and all subcontracts. Cost/Price Volumes of offerors shall meet the DCAA audit submittal requirements. Offerors shall fully support all proposed costs. An offeror’s proposal is presumed to represent the offeror’s best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost or price, shall be explained in the proposal.

Offerors shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 2.101, Cost Realism is defined as:

“...the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal.”

As indicated in Section L.1 under FAR Clause 52.215-20, a description of the data required to be submitted with the offeror’s proposal in order to facilitate the Cost Realism Analysis is provided below in items a through d. The appropriate section of the offeror’s proposal where this data should be placed is indicated in solicitation Section L.7.1.

## SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

- a. Cost Narrative: The offeror shall provide a detailed cost narrative, which must explain the processes and methodologies used to develop their cost/price proposal. This includes, but is not limited to, the estimating methodology used by the offeror to estimate direct labor and subcontractor labor, explanation of the application of indirect rates, planning assumptions used in the development of the cost estimate, etc. Offerors shall also include a cross-walk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation (e.g., used category average rates of xxx and yyy categories dated xx February 2011 with 40% and 60% weightings respectively). The offeror shall specifically indicate in its narrative any applicable Uncompensated Overtime Policy and how such policy affects the hourly direct labor rates and Full Time Equivalent (FTE) hours being proposed during any TO year.
- b. Indirect Rate Information: The offeror shall break out all proposed indirect rates (Overhead, Fringe, General and Administrative, etc.) by contract line item, by each applicable TO period, and by task area. The offeror shall clearly identify the cost base from which each proposed indirect rate is being applied. If the offeror has any applicable approved Forward Pricing Rate Agreements (FPRA) and/or DCAA Forward Pricing Rate Recommendations, adequate proof of this information shall be provided. Additionally, the offeror's cognizant DCAA and Defense Contract Management Agency (DCMA) auditors', or other cognizant Government audit agency's names and contact information shall be included in the cost/price proposal. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last five years inclusive of appropriate explanations for any major increases and decreases in the rates between years.
- c. Direct Labor Rate Information: The offeror shall provide the base direct labor rate (unburdened) for all proposed labor categories (Key and non-Key) and all projected rates (factoring in escalation) for all out years. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid and/or the basis for specific rates being proposed. The offeror shall identify all direct labor escalation factors and basis for any escalation index being utilized for all out year periods. The Government requires that the offeror also submit a position classification plan, which must identify the classes of labor employed by the offeror and the guidelines for determining the title and pay level of each position. Additionally, in accordance with FAR 52.222-46, the offeror shall submit a total compensation plan setting forth salaries and fringe benefits proposed for the professional employees who will work under the contract.
- d. Award Fee Review: The offeror shall break out all proposed award fees and clearly delineate the cost base in which the fee percentages are applied.

Written Cost/Price Volumes shall be submitted as an electronic copy (on a CD); the offeror shall submit three CDs. Additionally, the offeror shall submit one written copy of Part IA and Part IB at the correlating submission date as stated in Section L.6 above and in the Cover Letter. The offeror shall submit all proposed costs using the specific format identified under Tab BB and Tab BC in Section L.7.1.2 of the solicitation.

## SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

All prime offerors are responsible for ensuring that all cost type subcontracts include the same type of cost detail as required above in electronic copy and submit three CDs (three CDs for Part IA and three CDs for Part IB), for each cost type subcontractor in a sealed envelope with the entire proposal submission. This information shall be included as part of Tab BD of Proposal Volume IB.

**Pursuant to Section L.6, offerors shall not include any cost data in the written, technical volumes.**

### **L.7.1 COST/PRICE PROPOSAL TABS**

The Cost/Price Volume is split into two Sections, Part IA and Part IB.

#### **L.7.1.1 VOLUME I PART IA TABS**

Volume I, Part IA contains Tabs AA, AB, AC, AD, and AE:

- a. Organizational Conflict of Interest Statement (Tab AA). The offeror shall complete and sign an Organizational Conflict of Interest Statement in which the offeror (and any subcontractors, consultants or teaming partners) disclose information concerning actual or potential organizational conflict of interest affecting the offeror's proposal or any work related to this TOR. The statement shall be accompanied by the offeror's plan for mitigation, avoidance, or neutralization, if appropriate.
- b. Contract Registration (Tab AB). The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in TOS and that all information in TOS is up-to-date.
- c. Current Forward Pricing Agreements or Recommendations (Tab AC). The offeror shall submit all applicable DCAA Forward Pricing Rate Agreements or Recommendations including that of the Prime Contractor, Subcontractors, Teaming Partners, and/or proposed Joint Venture.
- d. Management Systems (Approved Cost Accounting and Purchasing System) (Tab AD). The offer shall describe all applicable management systems (e.g., accounting, estimating, purchasing, EVMS). The offeror shall specifically include the date of the last DCAA/DCMA (or other designated responsible Government agency, if applicable) cost accounting system and purchasing system audits, a copy of the results of the audits, audit report number, and date determined adequate. This shall include verification in a form acceptable to the Government of the currently determined adequate systems [e.g., copy of most recent Government purchasing system approval and Government Cost Accounting System adequacy letter]. The offeror shall additionally include the name, office, and phone number of their cognizant DCAA/Government audit agency and DCMA/Government Administrative Contracting Officers (ACO) who is responsible for any cost accounting and purchasing system reviews of the contractor. Management systems that have been audited and approved by Federal audit organizations (e.g. DCAA) will be treated more favorably. **The**

**Government will determine a Prime Contractor as non-responsible (and therefore ineligible for award) if the firm does not possess a Government determined adequate cost accounting system, applicable to the offeror's most current organizational structure, for properly allocating costs applicable to this cost type contract at time of proposal Volume II submission due date.**

- e. Small Business Representations (Tab AE): The offeror shall complete and submit the small business representations clause found in Section K of this Task Order Request.

#### **L.7.1.2 VOLUME I, PART IB TABS**

Volume I, Part IB contains Tabs BA, BB, BC, BD, BE, and BF:

- a. Solicitation, Offer and Award (SF 33) (Tab BA). When completed and signed by the offeror constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. Offerors shall sign the SF 33 in Block #17.
- b. Section B – Supplies or Services and Prices/Costs (Tab BB). The offeror shall indicate the price to be charged for each item in **Section B** rounded to the nearest whole dollar.
- c. Cost/Price Supporting Documentation (Tab BC). The information requested in the proposal is required to enable the Government to perform cost or price analysis. This includes the Total Compensation Plan as required by FAR 52.222-46. As a supplement to the summary schedule provided in Tab BB, the offeror is required to provide full back-up documentation for the Labor CLINs X003 and X004, for each period of performance and each task area using the provided Excel workbook (Section J, Attachment EE). The offeror shall complete all worksheets in each Excel workbook in accordance with the instructions provided in the Excel workbooks. Additionally, under Tab BC, the offeror shall submit the cost narrative, the compensation plan, and the classification plan.

Tab BC shall include all information identified under Section L.7 a, b, c, and d.

**For Attachment EE, the offeror shall not lock any cells and the offeror shall ensure all formulas are included in order to effectively show the cost build-up. For proposal evaluation purposes only, the offeror shall provide cost/price information assuming a PS of May 12, 2014.**

- d. Subcontractor Supporting Documentation (Tab BD). The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the proposed type of subcontract, how fee will be determined and paid, and if the contract with the subcontractor is a Time and Materials, (T&M), provide rationale and/or justification for selection of this subcontract type and the commerciality of the proposed T&M rates. Additionally, the offeror shall provide a narrative detailing the processes used to evaluate the subcontracts it is proposing, including cost and/or price analysis conducted as appropriate for each subcontract. In addition to the supporting cost back-up documentation, DCAA contact information and relevant cost/pricing data shall be provided for all cost type subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors shall submit proprietary data through the prime contractor in a separate, sealed envelope. **The Prime Contractor shall specifically state whether the estimated costs of any proposed subcontractor will be in excess of \$10M over the life of the TO for Government accomplished Equal Employment Opportunity (EEO) verification purposes.**
- e. Cost/Pricing Assumptions (Tab BE). Offerors must submit, under a separate tab, all (if any) assumptions upon which the Cost/Price Proposal is based.
- f. Corporate Non-Disclosure Agreement (Tab BF): If applicable, the offeror shall submit a Corporate Non-Disclosure Agreement using the template in **Section J, Attachment W**.

If the offeror or any proposed subcontractors signs a non-disclosure agreement with E3 Federal Solutions, LLC, the offeror may include the agreement in Tab BF.

## **L.8 VOLUME II- SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL**

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide an original, five copies, **and an electronic copy** containing all required sections of this Part.

### **L.8.1 PROJECT STAFFING PLAN TABLE (TAB A)**

The offeror shall provide a Project Staffing Plan Table, for each performance period of the TO (five annual staffing plans; one for each of the five periods of performance), in accordance with the Project Staffing Plan Table Template in Section J (Attachment CC). The submission shall contain all individuals that will be working on this effort. All Key Personnel proposed shall be available to begin work immediately on the Project Start Date indicated in Section F.5 of this solicitation.

If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate "to be determined" in the Project Staffing Plan Table. The names of non-Key Personnel



are the only identifiers that may remain unspecified in the Project Staffing Plan Table. The names of all non-Key Personnel that can be provided shall be provided. The offeror shall ensure consistency between the cost volumes and the Project Staffing Plan Template cognizant of rounding issues.

**The Project Staffing Plan Table shall be submitted on size 11X17 inch paper.**

### **L.8.2 KEY PERSONNEL QUALIFICATION MATRIX (TAB B)**

The offeror shall submit a Key Personnel Qualification Matrix for each Key Person proposed relating the specialized experience identified in **Section H.2** of this TO and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. Each Key Personnel Qualification Matrix shall be limited to seven pages for each Key Person, including those proposed by the offeror; the PMP® or PgMP® certificate counts as one of those seven pages; the Letter of Commitment counts as one of those seven pages

The offeror shall represent the following:

- a. All Key Personnel meet the requirements of the Alliant Small Business Contract.
- b. All Key Personnel meet the requirements of the TO.
- c. All Key Personnel named are available to begin work on the Project Start Date designated in Section F.
- d. Letter of Commitment, signed by each proposed Key Person at the proposal Volume II submission due date.

### **L.8.3 CORPORATE EXPERIENCE (TAB C)**

The offeror shall provide recent (started within the past 5 years) Corporate Experiences for three projects similar in size, scope, and complexity to the requirements of this TO. One of these three corporate experiences shall be the offeror's direct Corporate Experience as the prime contractor. Two of the Corporate Experiences may be the offeror's direct Corporate Experience as the prime or subcontractor or the direct Corporate Experience of a proposed subcontractor performing as a prime contractor on that Corporate Experience project. If the offeror is an Alliant SB Joint Venture (JV), the prime contractor projects shall be performed/managed by the specific JV itself or by the JV offeror's Bidding Team Lead for this TOR. Corporate Experience where the offeror proposing to perform as the prime contractor on this TO served as the prime contractor for the proposed Corporate Experience will be treated more favorably.

These three projects must be similar in size, scope, **and** complexity to the requirements identified in Section C. The Corporate Experience information must be submitted in the format provided in Section J, Attachment GG. The offeror should ensure that all of the points of contact are aware that they will be contacted.

All three projects submitted shall be contracts or orders for the performance of actual technical requirements. Master contract vehicles, such as Blanket Purchase Agreements, Indefinite Delivery/Indefinite Quantity contracts, etc. do not satisfy the Corporate Experience requirement unless submitted together with one TO similar in size, scope, **and** complexity to this requirement and awarded and performed under the vehicle.

#### **L.8.4 DRAFT TRANSITION-IN PLAN (TAB D)**

The offeror shall provide a Draft Transition-In Plan that accomplishes a seamless transition from the incumbent to the new contractor (hereafter referred to as the offeror). The offeror's approach shall incorporate the following:

- a. The offeror's transition approach, process, and timelines;
- b. The offeror's approach to risk management and mitigation and ensuring disruptions are minimized;
- c. The offeror's knowledge transfer and training methodology;
- d. How the offeror will handle personnel security adjudication as it can take 30 to 90 days to comply with the requirements in Section H.7 of the TOR.
- e. The offeror's approach to coordination with the outgoing contractor; and,
- f. The offeror's approach for completing an application and module inventory and completing a source code baseline against it; capturing a relationship of the current release and the source code in production; and, capturing any source code in development or testing.

#### **L.8.5 SECTION 508 COMPLIANCE STATEMENT (TAB E)**

The offeror's written proposal shall include a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO in compliance with **Section H.14**. The offeror's proposal will be evaluated to determine whether it includes a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO. Any proposal that does not include a statement indicating the offeror's capability to comply with Section 508 requirements throughout its performance of this TO shall be eliminated from further consideration for award.

#### **L.8.6 COMPLIANCE WITH SECTION H.25 AND H.26 OF THE TOR (TAB F)**

The offeror shall supply a statement with its proposal stating that they will comply with the terms of **Section H.25 and H.26** of the TOR throughout the life of the Task Order.

#### **L.8.7 TECHNICAL ASSUMPTIONS (TAB G)**

Offerors shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain. All technical assumptions and Basis of Estimate assumptions shall be included in the technical volume. This shall include any non-Cost/Price information that serves as the basis of a Cost/Price assumption identified in TAB BE of the offeror's Cost/Price Proposal.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

#### **L.8.8 COPY OF VIDEO TECHNICAL PROPOSAL PRESENTATION SLIDES (TAB H)**

Offerors shall submit as part of Volume II, the slides to be presented in the Video Technical Proposal Volume. **Video technical proposal presentation slides presented that differ from slides delivered with the written technical proposal will not be evaluated.** There is no limit

to the number of slides that can be submitted. Paper copies of the slides shall be printed one slide to a page. Electronic versions shall be in a common PDF format.

## **L.9 VOLUME III - SUBMISSION OF THE VIDEO TECHNICAL PROPOSAL**

Each offeror shall provide eight DVD copies containing the Video Technical Proposal Presentation containing the information required in **Section L.9**. Additionally, each offeror shall provide one electronic copy in accordance with the requirements in Section L.9.2. The DVD Video Presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR.

The offeror will present the technical solution submitted in Volume II and Volume III in a manner that is clear and complete. Changes from Part II and Part III are not permitted. **Video technical proposal presentation slides presented that differ from slides delivered with the written technical proposal will not be evaluated.**

**With Volume II of the proposal submission, as stated in Section L.6.4 above, the offeror shall provide eight DVD copies and an electronic copy of the slides used in its presentation.** The slides will be used by the Government to facilitate its review and evaluation. The content of slides shall match those included in the Video Presentation. The DVD Video Presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR.

While there will be a separate Q&A session scheduled (See Section L.10 below), it is the Government's expectation that the offeror will present its initially submitted proposal in a manner that is clear and complete. As such, it is the Government's intent to ask clarifying questions during the Q&A session only to the extent deemed minimally necessary for the evaluators to sufficiently understand what is being proposed.

### **L.9.1 VIDEO TECHNICAL PROPOSAL PRESENTATION CONSTRAINTS**

The offeror shall identify the authors of the presentation by name and association with the offeror in the opening credits. Participation in the presentation shall be limited to the offeror's Key Personnel and no more than three additional corporate representatives of the offeror. An offeror's "Key Personnel" includes only those persons who will be assigned to the TO as Key Personnel as described in **Section H.2**. The three additional people (e.g., CEOs, company presidents, or contract representatives) from the offeror may appear for an introductory role, but will not be allowed to deliver the content of the offeror's proposal. The introductory remarks by any corporate representatives will not be evaluated, but will count towards the offeror's allotted Video Presentation time.

For the remainder of the presentation, only Key Personnel shall present. To demonstrate compliance, the visual image and voice of the Key Personnel must appear at least once on a separate slide for each participant along with their stated name (this slide is in addition to the Key Person's image and voice being associated with his/her portion of the presentation via voice and picture in picture). Content presented by any non-Key Personnel will not be evaluated.

The offeror's video presentation shall not exceed 90 minutes. Any content presented after the time limit is reached will not be considered. The offer shall include a visual time stamp at logical intervals during the presentation and for two continuous minutes at the conclusion.

The offeror's video presentation shall include the use of chapters. The offeror shall include, at a minimum, chapters for each of the proposal topics identified in Section L.9.3. Additional chapters may be included at logical intervals.

## **L.9.2 VIDEO TECHNICAL PROPOSAL PRESENTATION MEDIA**

There is no limit to the number of slides that can be presented during the video technical proposal presentation within the allotted timeframe of 90 minutes. Only those video presentation slides associated and presented during the Video Technical Proposal will be considered for evaluation.

Unobtrusive company logos or names can be inserted in any or all video presentation slides or content. Content relating to specific solicitation requirements should be logically identified (e.g., sequentially numbered in the lower right corner of the video presentation slides, or titled in alignment with solicitation requirements).

The offeror shall provide the DVD copies of the presentation on a single-layer standard DVD disk capable of playing in a laptop DVD player. The Government will be evaluating the DVD using laptops with a resolution of 1366x768. The presentation shall be compatible with Windows Media Player.

The video presentation shall be in a presentation format, such as Microsoft PowerPoint, with picture in picture that does not obscure the slide of speaking individuals and/or voice content. While this will not be evaluated, the Government discourages the use of transitions and advanced video graphics or cinematic features.

All of the information being presented on the slides shall be easily visible and all voice content shall be easily discernible. Each slide shall reference in the top right corner, the Section/subsection number from **Section C** and the **Section F** deliverable that is being described/discussed on the slide where applicable. This is not intended to be a "professional" production and it is not to contain animation.

The offeror shall also provide a digital file of the Video Presentation on a separate disk that will allow the Government to store the files electronically.

## **L.9.3 VIDEO TECHNICAL PROPOSAL PRESENTATION TOPICS**

Within the Video Technical Proposal, the Government does not require the offeror to provide a restatement of all the information already submitted in writing in Volume II. The offeror shall address additional information under the topics below, organized in the following order:

**Topic 1:** Transformation Management Approach

**Topic 2:** Technical Approach

**Topic 3:** Key Personnel and Project Staffing Approach

**PLEASE NOTE:** Corporate Experience is not a topic for Volume III, the Video Technical Proposal; Corporate Experience is included in Volume II of the Technical Proposal.

#### **L.9.3.1 TRANSFORMATION MANAGEMENT APPROACH (TOPIC 1)**

The offeror shall identify the Transformation Management Approach, techniques, and tools that the offeror shall use to accomplish the objectives and requirements identified in this TOR. The offeror shall tailor the Transformation Management Approach to achieve the objectives and requirements identified in Section C. The Transformation Management Approach shall describe the following:

- a. How the offeror will approach modernizing the portfolio of applications, and its approach to develop applications in a way that reduces or eliminates interdependencies.
- b. The offeror's executable management strategy and approach to maximize the use of adaptive software project life cycles, for example the change-driven agile methodologies. How the offeror will coordinate and collaborate with the CAMEO LB contractor to ensure risks are mitigated and a successful relationship results.
- c. The offeror's methodology to support OCIO in generating consensus with the various FAS Business Line stakeholders to ensure portfolio modernization during this TO.
- d. The offeror's methodology to reduce O&M costs over the life of this TO.

#### **L.9.3.2 TECHNICAL APPROACH (TOPIC 2)**

The offeror shall clearly describe its technical methodology in fulfilling the technical requirements identified in the TOR. The offeror's proposal shall be relevant to this TOR and provide a tailored technical approach to achieve the requirements as identified in Sections C, F, and J, and demonstrate an effective understanding of the TOR requirements.

The offeror shall describe its approach/methodology for:

- a. Meeting the goals, objectives, conditions, and task requirements of the TOR. The methodology shall clearly identify the technical approach and how it will address the goals, objectives, conditions, and task requirements.
- b. The offeror's knowledge of the core technologies mentioned in this TOR and the offeror's technical approach/solution for meeting the support services objectives and functional areas. The discussion shall identify the technical solution including the approach, methodology, analytical techniques and methodology.
- c. Transition Support (Section C.5.2) to include the draft Transition-In Plan (Section L.8.4), which minimizes disruptions and the offeror's approach to gain technical familiarity with the environment to satisfactorily complete transition without disruption of operations or enhancement.

- d. Ensuring GSA applications are available to customers as planned and ensuring administrative outages are executed as planned.

### **L.9.3.3 KEY PERSONNEL AND PROJECT STAFFING (TOPIC 3)**

The offeror shall clearly describe its Key Personnel and staffing methodology in fulfilling the technical requirements identified in the TOR. The offeror's proposed methodology should be relevant to this TOR. The offeror shall discuss its project staffing strategy specifically addressing the following:

- a. Rationale for proposed labor categories and level of effort for each TOR task.
- b. Value that the proposed project team provides (skills, experience, and qualification for fulfilling the TOR requirements).
- c. The offeror's approach to providing staffing and skill sets for the level of expertise as it applies to Section C, Section H, and relevant attachments in Section J.

### **L.10 ORAL QUESTION AND ANSWER (Q&A) SESSION**

The purpose of the oral Q&A session is to allow the Government to ask questions, as deemed necessary, that will serve to clarify to the Government, for evaluation purposes, the offeror's methodologies and approaches as proposed. It is the Government's intent to ask clarifying questions only to the extent deemed minimally necessary for the evaluators to sufficiently understand what is being proposed.

Each offeror determined to have passed all Pass/Fail requirements shall participate in an in-person Q&A session led by the CO and participated in by the Technical Evaluation Board (TEB) Members and other representatives of the Government.

Attendance at the oral Q&A session is limited to the offeror's proposed Key Personnel and no more than three additional corporate representatives of the offeror. The offeror's Key Personnel shall be prepared to answer questions about the Video Technical Proposal Presentation and the written technical proposal in the Q&A session.

#### **L.10.1 Q&A SCHEDULING**

The CO will schedule the Q&A session with the authorized negotiator or the signatory of the SF 33. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's Q&A session at its sole discretion.

The Q&A session will be held at facilities designated by the CO. The exact location and any other relevant information will be provided when scheduled.

#### **L.10.2 Q&A SESSION FORMAT**

The CO will schedule the in-person Question and Answer (Q&A) session once all Part IA Volumes are received. The offeror shall address any clarification questions posed by the CO or the TEB Chairperson. Although no stated time limit for the duration of the Q&A session will be imposed, for planning purposes, it is anticipated that the sessions should not last more than two hours.

## SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

The offeror may bring bound printed copies of their Volume II volume to refer to throughout their designated session. The offeror will not be presenting any information to the Government other than answering the clarification questions posed.

During the initial Q&A session, the Government and offeror will address any clarification questions posed by the TEB Chairperson. The offeror may briefly caucus to coordinate responses to specific requests for clarifications. These brief caucuses may not last longer than five minutes before presenting the coordinated response. The entire session will be documented by the Government.

Upon completion of the Q&A session, the Government may caucus to formulate any additional clarification questions regarding the technical volume; **however, proposal revisions are not expected and will NOT be allowed.**

### **L.10.3 RECORDING OF THE Q&A SESSION**

The offeror shall not audio or video record any of the Q&A process. All offeror's electronic devices shall be powered off prior to entry to the room and remain off for the entirety of the Q&A session.

### **L.11 DELIVERY INSTRUCTIONS**

Offerors shall deliver written volumes and receive acceptance from:

Jeffrey McMullan  
GSC-QF0B -14-32808  
FEDSIM Project Number 13043GSM  
GSA FAS AAS FEDSIM  
1800 F Street, NW  
Suite 3100 (QF0B)  
Washington, D.C. 20405

Proposals not received by 11:00 a.m. Eastern Time (ET) on the date stated in cover letter will not be considered.

## **M.1 METHOD OF AWARD**

The Government anticipates awarding a TO to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical volumes will be evaluated based on the factors described in Section M.6. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced, technically acceptable proposal.

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. The Government may make award based on initial offers received, without discussion of such offers in accordance with FAR clause 52.215-1, or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only. Accordingly, the Government reserves the right to do any or all of the following:

- a. Award on initial proposals, without discussion.
- b. Ask clarifying questions during the question and answer period if needed. Clarification questions may include asking offerors to clarify statements made during video technical presentations, if the contents of the video technical presentations warrant clarification. Clarification questions may include asking offerors to clarify their written technical proposals. As a result, the Government may have communications with some, but not all, offerors; these communications, however, will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.
- c. After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government.
- d. Have communications, ask clarifying questions, request corrections relative to minor errors in the cost volumes, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost volumes with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

## **M.2 COST/PRICE VOLUME EVALUATION**

The offeror's written cost proposal (Section L.7, Volume I, Part IA, Tabs AA through AF, and Volume I, Part IB, Tabs BA through BF) will be evaluated to determine cost realism and price reasonableness only if the offeror receives an overall Technical Rating of Acceptable or higher. Costs that are outside the range in Section L.5 will be considered unrealistic and unreasonable and will receive no further consideration. The Government reserves the right to reject any proposal that includes any assumption that may adversely impact satisfying the Government's requirements.



### **M.3 ORGANIZATIONAL CONFLICT OF INTEREST**

Tab AA will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential conflict of interest is identified that cannot be mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

### **M.4 COST ASSUMPTIONS**

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

### **M.5 OVERTIME AND EXTENDED BILLING HOUR PRACTICES**

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

### **M.6 EVALUATION FACTORS**

The Government will evaluate the following pass/fail elements. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and pricing proposal accomplished by the Government.**

#### Pass/Fail Elements:

The following will be evaluated on a Pass/Fail basis:

1. The Government will reject any proposal that does not provide a copy of their Project management Institute PMP® or PgMP® certificate for the proposed Program Manager, demonstrating that they are currently certified, at time of proposal Volume II submission. **(Section H.2)**
2. The Government will reject any proposal that does not provide a Letter of Commitment, signed by each proposed Key Person at the proposal Volume II submission due date. **(Section L.8.2)**
3. The Government will reject any proposal that does not provide a 508 compliance statement at the proposal Volume II submission due date. **(Section L.8.5)**
4. The Government will reject any proposal that does not name each proposed Key Person at the time of proposal Volume II submission. The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal Volume II submission due date. A proposal that states, "To Be Determined" (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government. **(Section L.8.1 and L.8.2)**
5. The Government will reject any proposal that does not provide a statement of Compliance with the terms of Section H.25 and H.26 of the TOR at the proposal Volume II submission due date. **(Section L.8.6)**
6. The Government will reject any proposal that does not provide Small Business Program Representations as per Section K. **(Section L.6.1)**

The technical proposal evaluation factors are listed in descending order of importance. All four technical factors combined are significantly more important than cost. The Government will

combine the results of the written proposal, the video proposal submission, and the Q&A responses to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of Not Acceptable in any single Factor may result in the overall proposal being determined Not Acceptable and therefore ineligible for award.

**METHODOLOGY.** For this acquisition the term “methodology” is defined as the system of practices, techniques, procedures, and rules as required by this TO. This definition is based on the Project Management Institute’s Project Management Body of Knowledge. For the avoidance of doubt, the Government is seeking a coherent discussion of *how* the offeror proposes to meet its requirements (including implementation detail), rather than a mere restatement of the requirements or a mere listing of *what* it proposes to do. The latter will not be deemed to constitute a methodology.

#### **M.6.1 FACTOR 1: TRANSFORMATION MANAGEMENT APPROACH**

The Government will evaluate the Transformation Management Approach factor to include the information presented under the Transformation Management Approach topic (**Section L.9.3.1**) as part of the Video Technical Proposal Presentation, based on an overall (i.e., taken as a whole) consideration of the following. The subparagraphs below are not subfactors and will not be separately rated:

- a. The relevancy and comprehensiveness of the offeror’s proposed Transformation Management Approach (**Sections C, F, H and J**)
- b. The relevancy and effectiveness of the offeror’s will approach to modernizing the portfolio of applications, and its approach to develop applications in a way that reduces or eliminates interdependencies. (**Sections C, F, H, and J**)
- c. The effectiveness and comprehensiveness of the offeror’s proposed executable management strategy and approach to maximize the use of adaptive software project life cycles, for example the change-driven agile methodologies. How the offeror will coordinate and collaborate with the CAMEO LB contractor to ensure risks are mitigated and a successful relationship results. (**Sections C, F, H and J**)
- d. The relevancy and effectiveness of the offeror’s proposed methodology to support OCIO in generating consensus with the various FAS Business Line stakeholders to ensure portfolio modernization during this TO. (**Sections C, F, H and J**)
- e. The degree of effectiveness and efficiency of the offeror’s methodology to reduce O&M costs over the life of the TO. (**Sections C, F, H, and J**)

#### **M.6.2 FACTOR 2: TECHNICAL APPROACH**

The Government will evaluate the Technical Approach to include the information presented under the Technical Approach topic (**Section L.9.3.2**) as well as the written draft Transition-In Plan (**Section L.8.4**) as part of the Video Technical Proposal Presentation, factor based on an overall (i.e., taken as a whole) consideration of the following. The subparagraphs below are not subfactors and will not be separately rated:

- a. The relevancy and comprehensiveness of the offeror’s proposed Technical Approach. (**Sections C, F, H, and J**)

## SECTION M – EVALUATION FACTORS FOR AWARD

- b. The degree of effectiveness and efficiency of the offeror's approach for meeting the goals, objectives, conditions, and task requirements of the TOR. (**Sections C, F, H and J**)
- c. The offeror's knowledge of the core technologies mentioned in this TOR and the offeror's technical approach/solution for meeting the support services objectives and functional areas. The discussion shall identify the technical solution including the approach, methodology, analytical techniques and methodology. (**Sections C, F, H and J**)
- d. The degree to which the offeror's transition-in plan minimizes disruptions and the offeror's approach to gain technical familiarity with the environment to satisfactorily complete transition without disruption of operations or enhancement. (**Sections C, F, H and J**)
- e. The degree of effectiveness and comprehensiveness of the offeror's methodology for ensuring GSA applications remain available to customers as planned. (**Sections C, F, H, and J**)

### **M.6.3 FACTOR 3: KEY PERSONNEL AND PROJECT STAFFING APPROACH**

The Key Personnel and Project Staffing Approach, as shown in the written Project Staffing Plan Table/Key Personnel qualifications (**Sections H.2, L.8.1, and L.8.2**) as well as the information presented under the Key Personnel and Project Staffing Approach topic (**Section L.9.3.3**) as part of the Video Technical Proposal Presentation, will be evaluated according to an overall (i.e., taken as a whole) consideration of the following. The subparagraphs below are not subfactors and will not be separately rated:

- a. The degree of relevance of the stated qualifications and roles of each of the named Key Personnel to meet the requirements of the TOR and support the offeror's technical and management approaches. (**Sections C and H.2**)
- b. The degree of relevance of the proposed qualifications and roles of the non-Key Personnel, to meet the requirements of the TOR and support the offeror's transformation management and technical approaches. (**Sections C and H.2**)
- c. The degree of relevance and effectiveness of the skills, experience and qualifications of the proposed labor categories and level of effort for each TOR task area. (**Sections C, H, and J**)

### **M.6.4 FACTOR 4: CORPORATE EXPERIENCE**

The Corporate Experience factor will be evaluated based on the degree to which the offeror's:

- a. Corporate experience reflects/identifies experience on projects that are similar in size, scope, and complexity to the requirements identified in Section C of the solicitation and to the offeror's solution.

## SECTION M – EVALUATION FACTORS FOR AWARD

- b. Corporate experience reflects roles and responsibilities are similar to its proposed roles and responsibilities for this TOR, specifically leading a project that is similar in scope to the work required in this TOR.
- c. Corporate experience reflects the offeror's approach to client support to include quality control, risk management, and maintaining effective lines of communication.

These subparagraphs are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

### **M.7 TECHNICAL ASSUMPTIONS**

All technical assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any technical assumption that may adversely impact satisfying the Government's requirements. The CO will provide the TEB with any Basis of Estimate and/or assumptions provided in the Written Cost/Price Volume, redacted of all cost/price data.